Dear Exhibitor,

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

The Exhibition will be held as part of the 35th Annual Meeting of the European Society for Paediatric Infectious Diseases, Madrid, Spain, 23-27 May, 2017.

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

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

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

We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact Reyes Lopez Garcia of the Palacio Municipal de Congresos at: reyes.lopez@madrid-destino.com to coordinate a visit.

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

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

Best Regards,

Yulia Rijinsky
Exhibition Manager

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

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

Congress Dates
Tuesday, 23 May until Saturday, 27 May 2017.

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

Registration Manager
Ms. Addi Gzanda
Tel: +41 22 908 0488 Ext. 968
Fax: +41 22 906 9140
E-mail: agzanda@kenes.com

Sponsorship and Exhibition Sales Contact
Mrs. Carolina Barbosa Groenendal
Tel: + 41 22 9080488 Ext. 531
E-mail: cgroenendal@kenes.com

Venue
Palacio Municipal de Congresos
Campo de las Naciones
Avda. Capital de España Madrid
28042 - Madrid – Spain

Website
For updated information regarding the Conference, please visit the website:
http://espid2017.kenes.com/
## Exhibition Related Table

<table>
<thead>
<tr>
<th>Submission of Exhibition Forms</th>
<th>Deadlines</th>
<th>Tick Box Upon Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Reservation for Staff</td>
<td>As soon as possible</td>
<td></td>
</tr>
<tr>
<td>Designed Stand Approval</td>
<td>Tuesday, April 11, 2017</td>
<td></td>
</tr>
<tr>
<td>Text for Fascia (Shell Scheme booths only)</td>
<td>Tuesday, April 11, 2017</td>
<td></td>
</tr>
<tr>
<td>Furniture Rental</td>
<td>Wednesday, May 15, 2017</td>
<td>Orders placed after this date will be subject to a 10% surcharge.</td>
</tr>
<tr>
<td>Flowers Decoration</td>
<td>Tuesday, April 11, 2017</td>
<td></td>
</tr>
<tr>
<td>Telecommunications, Electricity &amp; Electrical Application</td>
<td>Tuesday, April 11, 2017</td>
<td></td>
</tr>
<tr>
<td>Badge Order</td>
<td>Tuesday, April 11, 2017</td>
<td></td>
</tr>
<tr>
<td>Lead Retrieval Wireless Barcode Reader</td>
<td>Tuesday, April 11, 2017</td>
<td></td>
</tr>
<tr>
<td>Payment of Invoice Balance</td>
<td>Must be received in full before Exhibition opens</td>
<td></td>
</tr>
</tbody>
</table>

### Please note these important dates:

<table>
<thead>
<tr>
<th>Service</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to Door Shipments <em>ready for pick up</em> (EEC Countries)</td>
<td>Please contact HERMES – MERKUR</td>
</tr>
<tr>
<td>Airfreight Shipments - up to Frankfurt airport</td>
<td>May 10, 2017</td>
</tr>
<tr>
<td>Shipment via Germany Warehouse</td>
<td>May 17, 2017</td>
</tr>
<tr>
<td>Exhibition goods - Direct Deliveries to Congress Venue</td>
<td>May 22, 2017</td>
</tr>
<tr>
<td></td>
<td>09:00-20:00 – Space only</td>
</tr>
<tr>
<td></td>
<td>14:00-20:00 – shell</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Set up</th>
<th>Monday, May 22</th>
<th>09:00-20:00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>14:00-20:00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Shell</td>
</tr>
<tr>
<td></td>
<td>Tuesday, May 23</td>
<td>08:00-22:00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exhibition hours</th>
<th>Wednesday, May 24</th>
<th>09:30-21:00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Thursday, May 25</td>
<td>10:00-17:00</td>
</tr>
<tr>
<td></td>
<td>Friday, May 26</td>
<td>10:00-17:00</td>
</tr>
</tbody>
</table>

| Breakdown       | Friday, May 26    | 17:00-24:00 |

*Timetable is subject to change

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

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

PLEASE NOTE:
Empty crates and packaging material must be removed after set-up and no later than Tuesday, May 23, 2017 at 20:00. All aisles must be clear of exhibits and packaging materials to enable cleaning.
Any equipment, display aid or other material left behind on Friday, May 26, 2017 after 24:00 will be considered discarded and abandoned.

Social Events
You are cordially invited to the Welcome Reception on Wednesday, May 24, 2017 at 18:30 in the Exhibition Area.

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

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

<table>
<thead>
<tr>
<th>Company</th>
<th>Booth #</th>
<th>Size</th>
<th>Layout</th>
</tr>
</thead>
<tbody>
<tr>
<td>BioMerieux</td>
<td>06</td>
<td>9</td>
<td>Shell</td>
</tr>
<tr>
<td>Cepheid (Danaher)</td>
<td>08</td>
<td>12</td>
<td>Shell</td>
</tr>
<tr>
<td>European Society for Paediatric Infectious Diseases</td>
<td>01</td>
<td>33</td>
<td>Space</td>
</tr>
<tr>
<td>Glaxo Smith Kline - GSK</td>
<td>18</td>
<td>48</td>
<td>Space</td>
</tr>
<tr>
<td>Merck MSD</td>
<td>16</td>
<td>48</td>
<td>Space</td>
</tr>
<tr>
<td>Meridian Bioscience</td>
<td>07</td>
<td>9</td>
<td>Shell</td>
</tr>
<tr>
<td>Pfizer</td>
<td>17</td>
<td>48</td>
<td>Space</td>
</tr>
<tr>
<td>Sanofi</td>
<td>19</td>
<td>48</td>
<td>Space</td>
</tr>
<tr>
<td>University of Texas Medical Branch Hospitals</td>
<td>05</td>
<td>9</td>
<td>Shell</td>
</tr>
<tr>
<td>Wisepress medical Bookshop</td>
<td>13</td>
<td>6</td>
<td>Space</td>
</tr>
</tbody>
</table>
Section 3: Exhibition Services

Exhibitor Badges
All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Two exhibitor badges will be given for the first 9 sqm booked and 1 additional badge for each 9 m² thereafter.
Any additional exhibitors badges for pre-advanced orders will be charged an exhibitor registration fee of EUR 180.
The Exhibitors’ badge give free access to the exhibition area, Lunch and Welcome Reception.

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

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

Deadline: Tuesday, April 11, 2017

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

Access to the Exhibition Hall during Set-up and Dismantling Times
Stand contractors and staff must wear service passes during the entire set-up and dismantling period. Service Passes are free of charge and may be collected from the Registration Desk.

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

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

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

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

The Mini Scanner

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

Please Note:
Barcodes on participants' badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details. In addition, please note that neither Kenes International nor the Organising Committee is responsible for the content of the information.

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

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

Deadline: Tuesday, April 11, 2017
Section 4: Technical Information

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

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

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

Deadline: Tuesday, April 11, 2017

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

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

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

- Shell scheme frame (103cm X 245cm high) *
- Fascia including standard lettering
- 1 spotlight per 2 sqm
- Carpet

* Branding Areas Panels: 94.5cm x 216cm high

Please note:

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

**Fascia Sign**
*20 characters, including spaces, may be written on your fascia.

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

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

**Deadline:** Tuesday, April 11, 2017

*If you require additional furniture or services for your stand, please refer to the online web shop via [https://servisboutique.com/espid2017/en/autenticacion](https://servisboutique.com/espid2017/en/autenticacion)*
**Build-Up Height**

The maximum building height is 4 meters at the Polivalente Room.

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

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

**Ceiling and Ceiling Hangings** - Rigging is not possible.

**Floor Finish** - Espacio Polivalente has a marble floor. Max floor load: 1000 kg/ sqm

**Power supplies and other** - utilities are supplied into the stand via the floor.

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

**Storage during the congress** - if you need accessible storage during the congress, please contact Zehavit from Hermes at: Zehavitak@Hermes-Exhibitions.com

**Smoking Policy** - The PALACIO MUNICIPAL operates a NO SMOKING policy in ALL halls.

**Stand Cleaning** - stand cleaning is NOT included for all stands. Exhibitors interested in daily stand cleaning should order it via jrijinsky@kenes.com

**Stand Catering** - Catering is exclusive to Aramark, and needs to be ordered in advance. Please contact: delavara-beatriz@aramark.es

**Storage of empties** - Empties should generally be stored directly with Hermes-Merkur.
Electricity and Electrical Installations

According to the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved by the official contractor.

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

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

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

Accommodation

For booking please contact Irina Sapir at isapir@kenes.com, Tel +41 22 9080488 Ext 998

Internet: Free Wi-Fi is available in the Exhibit Hall. However there is limited bandwidth supporting the network. We advise that if you do require constant and dependable internet for programmes, apps and websites, to order a dedicated Wi-Fi or wired network for your stand.

1. If an exhibitor wishes for individual Wi-Fi or cable connection please contact HoistGroup to get a quote at: event.solutions@hoistgroup.com

Creation of Wi-Fi network is forbidden, Wi-Fi should be ordered from HoistGroup directly.
Unloading Bay – Loading/unloading is via Amberes street with access from Ribera del Sena (See sketch on page 13).

Vehicles and forklifts are not allowed inside exhibit areas. Only forklift trucks operated by Hermes-Merkur are permitted within the loading bay. In the exhibition area only trolleys are allowed.

Use of goods only lifts - Freight Elevators

An elevator transferring goods to the Exhibition Area:

<table>
<thead>
<tr>
<th>Elevator M1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width: 2.50 m</td>
</tr>
<tr>
<td>Height: 2.70 m</td>
</tr>
<tr>
<td>Depth: 5.00 m</td>
</tr>
<tr>
<td>Weight: 5,000 kg</td>
</tr>
</tbody>
</table>

Besides M1 - “M 3” and “M 4” identical to “M 1″. “M 3” and “M 4”, go to the ground floor and third floor, on the central part of the building.

Use of passenger lifts and escalators

Passenger lifts and escalators may not be used to transport goods and equipment.

Getting to the Congress Venue

From Madrid-Barajas Airport to Palacio Municipal de Congresos de Madrid
From Aeropuerto T1 - T2 - T3 metro station take Subway 8 in the direction of Nuevos Ministerios
Alight at Campo de las Naciones station (It is approximately a 3-minute walk to the venue.
Take the Avda. Capital de Espana-Madrid exit.
Head South on Avda. Capital de Espana toward Calle Estrasburgo.
The congress venue will be on the right.

Parking

The Palacio Municipal de Congresos has a public underground car park; entrance is from the “Avenida Capital de España-Madrid” with an exit on the “Calle Rivera del Sena”.
The parking is managed by an external company “G.E.A.”. For any enquiry regarding parking timetables and prices or for bookings please contact Javier Mate at: +34 609012581 or by email: javier@mateonoparking.com
Site visit
We recommend Exhibitors using Independent Booth Contractors (Space only) to include a site visit in the planning process to assure a smooth and well planned set-up.
Please contact:
Reyes Lopez Garcia
Email: reyes.lopez@madrid-destino.com

Security
The Organizers will provide security guard service in the exhibition hall during off-show hours.
• Neither The ACV nor the Organizers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.
Individual stand security may be ordered.

Stand Catering
Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the official ESPID Conference Caterer.
Please contact:
Aramark
Beatriz de la Vara
Tel: +34 626 671 404 (6951)
Email: delavara-beatriz@aramark.es

Stand Cleaning
The Organizers will arrange for general cleaning of the Exhibition premises (excluding exhibits and displays) prior to the opening of Exhibition and daily prior to opening thereafter.
For ordering daily stand cleaning, please contact the Exhibition manager -Mrs. Yulia Rijinsky
jriiinsky@kenes.com

Waste Removal
Exhibitors are responsible for the removal of all refuse/waste from the Exhibition area.
Any discarded waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.
Rules and Regulations - Binding for all exhibitors and their subcontractors

Build-Up & Dismantling Period
During the period of build-up and dismantling, it is prohibited to consume alcoholic beverages in the working area as well as to perform work under the influence of alcohol and drugs.
The Exhibitors and contractors are required to wear the necessary personal protective equipment such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.

Damage to the Building
Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Disposal of Material
It is obligatory to collect and dispose of all material during the build-up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

Fire Regulations
Stand material and fittings must be non-flammable or impregnated with fire-retardant chemicals. As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.

Fire Insurance (compulsory)
Exhibitors must be insured against fire.

Hanging of Posters, Banners etc.
Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorization.

Insurance (compulsory)
While every reasonable precaution will be taken to protect the exhibitors’ property while on display at the Exhibition, it must be clearly understood that the organizers, the management of the Reed Messe Wien and the official contractors can accept NO liability for any loss or damage sustained. You are also responsible for insuring against any legal liability incurred with respect to injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control.
**Liability**

Companies are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.

If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

**Promotional Activities**

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

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

**Special Effects**

Special effects lighting, live music, smoke and laser projection may not be used in the stands. No permission will be given for projection in the aisles or on the walls of the hall.

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

Stand construction and fittings, furniture hire, signage, AV, electricity

**Servis**
Ms. Esther Garcia
Tel: +34 934 233 107
Email: egarcia@servisgroup.es

To place your online orders, please access the [Boutique](https://servisboutique.com/espid2017/en/) with your login details which you will get once you register in the online boutique

**Flowers Decoration**

**Servis**
Tel: +34 934 233 107

**Security and Staff Provision (Hostess)**

**Workout Events**
Ms. Sara Sola
Tel: Tel: +34 91 395 25 99
Fax : +34 91 399 00 65
E-mail: sara@workout-events.com
[www.workout-events.com](http://www.workout-events.com)

**Catering Services**
Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the ESPID Conferences Caterer.
Please contact:

**Aramark**
**Beatrix de la Vara**
Tel: +34 626 671 404 (6951)
Email: delavara-beatrix@aramark.es

**Freight Handling & Customs Clearance Agent**

**Hermes/Merkur**
Ms. Zehavit Akerman
Tel: +49 69 747 848
Tel: +972 8 914 6382
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com
Web site: [hermes-exhibitions.com](http://hermes-exhibitions.com)
Section 6: Delivery Regulations and Instructions

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

Delivery & Logistic Services
Hermes/Merkur Ltd. has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition hall.

For security, insurance, and efficiency reasons, Hermes/Merkur is the sole official agent to handle cargo inside the venue. Stand builders are prohibited from using trolleys during set-up and dismantling periods. Kindly note that the official agent is the exclusive agent for move in and move out of the venue. Exhibitors and stand builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods
All cargo should be insured from point of origin.

Exhibition Goods, Insert and Display Materials
Please note that all materials entering the venue incur a handling charge. This includes materials for inserts to the Congress bags and display.

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

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

In order to assure receipt of sent materials, Hermes must receive the Pre-Advise form found at the end of this manual.
Please complete this form and return it to Ms. Zehavit Akerman: zehavitak@hermes-exhibitions.com.
You will then receive confirmation of your material arrival.
Customs Clearance
Hermes Exhibitions & Projects Ltd.
Ms. Zehavit Akerman
Tel: +49 69 747 848
Tel: +972 8 914 6382
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com
Website: hermes-exhibitions.com
Dear Exhibitor/Stand Builder,

Hermes-Merkur is the official handling agent for KENES congresses in 2017.

We are a full door-to-door service company. As such, we are pleased to update you regarding arrangements for shipping, international freight forwarding, customs clearance and onsite services.

**Onsite Handling**

Due to security, insurance and organizer policy, Hermes-Merkur is the exclusive handler inside the venue. No other company is permitted to handle cargo within the venue.

Please note that companies, stand builder & PR companies may make their own arrangements to deliver and retrieve goods directly to the warehouse/venue entrance.

**Contact Details:**

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

**Please note these important dates:**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to door shipments</td>
<td>Please contact Hermes – Merkur</td>
</tr>
<tr>
<td>Airfreight shipments up to Frankfurt airport</td>
<td>May 10, 2017.</td>
</tr>
<tr>
<td>Shipment via Germany warehouse</td>
<td>May 17, 2017.</td>
</tr>
</tbody>
</table>
| Exhibition goods - Direct deliveries to Congress venue | May 22, 2017
   09:00-20:00 – Space only
   14:00-20:00 – shell |
**Shipment Categories**

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

**Categories:**

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

**Services, Delivery Address & Shipping Instructions**

1. **Door to Door Shipment**

   We offer companies consolidated trucking services from starting point to venue as part of consolidated international shipments for the congress. This will assist in reducing costs and ensuring timely delivery.

2. **Airfreight Shipments**

   Please contact Hermes Merkur for instructions

   **IMPORTANT!!** Please do not send any airfreight shipment unless you receive very specific instructions for invoices, packing list, etc.

3. **Shipment via Frankfurt Warehouse**

   **Warehouse address:**
   Merkur Expo Logistics GmbH
   Schmitt Peterslahr
   AUF DEM HOCHCHEN 2
   56587 Oberhonnefeld - Germany
   Att: Dirk Dewald
   Tel: +49 2634 95 44 50
   Notify:
   Congress name _________________
   Name of Exhibitor ________________
   Stand no. ______________________

4. **Direct Deliveries to Congress Venue**

   **Domestic Cargo / courier shipments / full load trucks**

   **Delivery Address:**
   Palacio Municipal de Congresos
   Campo de las Naciones
   Avda. Capital de España Madrid
   28042 - Madrid – Spain

   For delivery direct to the venue, please make sure to send time slot request form.
**Courier Shipments**
It is not recommended to use a courier service for shipping your goods to the congress venue. In case of sending a courier shipment, please be sure to send us a pre-advertise with the full details of the shipment: courier company, number of pieces and tracking number. All courier shipment must be send DDP (Delivery duties paid) terms.
Courier charges for handover of import shipping documents € 85.00/ document. Shipments that arrive without pre alert and payment confirmation will not be accepted.

**Dangerous Cargo**
Exhibitors need to complete a special form for dangerous goods. These forms will be provided upon request and the completed forms should reach us before shipment is dispatched. There will be surcharge of 100% for handling this kind of shipment.

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

**Heavy & Oversized Shipments**
Heavy and oversized shipments applies to any single exhibit in excess of 1000 kg and 5 CBM that requires the use of a forklift mobile crane for installation.

Exhibitors with heavy and oversized exhibits must inform us at least seven days prior to delivery. A detailed layout should also be provided to better assist our onsite operations.

**Payment terms**
In order to ensure move in/out of your shipment/s, please complete and sign the attached material handling form/payment confirmation and return it to our attention. Please note that your signature will be used as payment guarantee based on the general tariff.

Please notify “Hermes - Merkur” immediately about any requirements relating to invoices. All invoices must be settled by exhibitors/contractors and agents in advance of the congress. In case of non-payment of invoices, shipments will be held in storage until the invoices are paid in full.

Please note that all payments are in €.

Any services not outlined in the attached tariff will be quoted on an individual basis.

**Terms and conditions**
All orders are accepted exclusively on the basis of the local & German forwarders terms and conditions (ADSp).

*We wish you a successful experience!*

**HERMES-MERKUR**
EXHIBITION GOODS
For the Exhibitor's Stand Only

Air Freight Shipments

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

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

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

Direct to Venue

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

Palacio Municipal de Congresos
Campo de las Naciones
Avda. Capital de España Madrid
28042 - Madrid – Spain
Congress name: ESPID 2017 - MADRID, SPAIN

Box No. _______ of _______
EXHIBITION GOODS
Via Germany Warehouse

Exhibitor or Company Name

Stand/Booth No.

Contact Person

Mobile Phone
Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F DE M HÖHCHEN 2
56587 Oberhonnefeld, Germany
Dirk Dewald: +49 2634 / 95 44 50
For: ESPID 2017 - MADRID, SPAIN

Box No. ________ of ________
Dear Exhibitor / Stand Builder / PR Company,

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

**Pre advise - Material handling form**

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

**Shipment information**

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

<table>
<thead>
<tr>
<th>Shipper's name</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel #</th>
<th>Purchase order #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Truck size</th>
<th>Courier tracking #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Airway bill number (AWB #)</th>
<th>Number of pieces</th>
<th>Weight in Kg</th>
<th>CBM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
Payment details

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

Company details ______________________________ VAT No. ____________________

Email ______________________________ Phone ____________________

Address ___________________________________________ ____________________

Card type VISA ☐ DINERS ☐ MASTER CARD ☐ AMEX ☐

Credit card #

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

Expiry date ____________CVC (Last 3 digits on back of credit card) ________________

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

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

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

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

Inbound / out bound

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

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

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

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

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

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

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

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

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

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

**Customs inspection** € 65.00

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

5. Other Charges

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

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

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

**Please Note:**
- 1 CBM = 300 KG , 1 LDM = 4 CBM
- The above rates do not include local VAT that will be charged where applicable.
- The above rates are for services provided from Mon – Fri, 08:00 – 17:00
- Overtime surcharge (17:00 – 22:00) – additional 35% on total move in/out charges.
- Overtime surcharge (22:00 – 08:00) – additional 50% on total move in/out charges.
- Saturday Sunday & Holidays – additional 100 % on total move in/out charges
Section 7: Order Forms

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

Deadline: Tuesday, April 11, 2017

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

Via the ESPID Boutique you can order a wide variety of products and services which are needed for the exhibition.

- Electricity and Lighting
- Booth Construction and Fittings
- Furniture
- Carpet
- Graphic/Signage
- AV
- Flowers and Plants

Deadlines
The online Boutique will be available until 1 week before the congress. All online orders need to be placed before this date.
Take into account that all orders placed after Wednesday, May 15, 2017 will be subject to a 10% surcharge.
In addition, SERVIS cannot guarantee availability of products after this deadline. Late orders will be provided upon availability.
Order Form – Stand Cleaning

<table>
<thead>
<tr>
<th>Exhibitor</th>
<th>Booth #</th>
<th>Cost per the min. of 3 hours</th>
<th>TOTAL SUM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>€ 60 per 3 hours</td>
<td></td>
</tr>
</tbody>
</table>

Credit Card Authorization Form for Cleaning Order

In accordance with the security measures taken by credit card companies, please complete the following form in your own handwriting and sign.

Please email this form no later than Wednesday, May 15, 2017 to the attention of Yulia Rijinsky at yrijinsky@kenes.com

Total Charge for stand cleaning: ________________

Company Name: _________________________________________ Contact Person: _________________________________

____________________________________________________________

Email Address: ___________________________________________ Telephone Number: _____________________________

___________________________________________________________

Card Type: Visa / MasterCard / AMEX: ______________________ Credit Card Number: _____________________________

Expiration Date: ____________________________ Security Digits (on the back of the credit card): _____________

Name of Card Holder: ______________________________

Date: ____________________________________________

SIGNATURE of Card Holder: ____________________________