



European Human Genetics Conference

ESHG 2019

Exhibitors' Manual

Göteborg, Sweden

15 – 18 June, 2019

EXHIBITION ORGANISER



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GENERAL INFORMATION – SECTION 1

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	
Fax	+31(0)70 381 89 36		kvink@rose-international.com	
Exhibition	The telephone number during build-up, exhibition days, and break-down at the			
Service Desk	Exhibition Service Desk during ESHG 2019 will be +46 31 708 8330.			

Conference Organiser

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

Name	ESHG 2019 - c/o Vienna Medical Academy - VMA		
Address	Alser Strasse 4		
	AT - 1090 Vienna, Austria	Contact	Oscar Pacheco
Telephone	+43 (0)1 405 13 83 39/30	E-mail	conference@eshg.org
Fax	+43 (0)1 407 827 4	URL	https://2019.eshg.org

Conference & Exhibition Location & Access

Venue	The Swedish Exhibition & Congress Center (SECC in this document)		
Exhibition Area	Hall B		
Address	Mässans gata 42, 412 94 Gothenburg, Sweden		
Entrance	Entrance 2		
Telephone	+46 31 708 80 00		
URL	https://en.svenskamassan.se/		



GOTHIA TOWERS

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

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

For delivery of goods, see pages 24 - 25, Section 3 and pages 26-29, Section 4 (Freight Forwarding).

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

Note: exhibition open already on Saturday.

Saturday	15 June 2019	09.30	-	18.30 hrs	See note below
Sunday	16 June 2019	09.00	-	17.45 hrs	See note below
Monday	17 June 2019	09.00	-	17.45 hrs	See note below

- **Note:** Exhibitors should be present at their stand 15 minutes (exhibitors may access the exhibition area 30 minutes before opening) 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	14 June 2019	14.00	-	19.00 hrs	Registration open
Saturday	15 June 2019	07.30	-	20.15 hrs	Registration open
		08.00	-	20.00 hrs	Conference programme
		14.00	-	16.00 hrs	Welcoming addresses, followed by first plenary session
		20.00	-	21.30 hrs	Opening Networking Mixer
Sunday	16 June 2019	08.30	-	20.45 hrs	
Monday	17 June 2019	08.30	-	19.15 hrs	
Tuesday	18 June 2019	09.00	-	15.45 hrs	Exhibition closed on Tuesday!

Conference programme details: <https://2019.eshg.org/index.php/programme2019>.

Opening Ceremony and Opening Networking Mixer

Exhibitors with an Exhibitor Conference badge are invited to the Welcoming Addresses on Saturday 15 June at 14.00. All Exhibitors are welcome to the Opening Networking Mixer at 20.00 hrs in the SECC (free admission but remember to wear your badge). **Note:** the **exhibition remains open** during the opening ceremony and plenary sessions (until 18.30 hrs, coffee break from 18.00 – 18.30 hrs) 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 **15 – 17 June**. Poster mounting, viewing and removal times are:

Saturday	15 June 2019	09:30	-	18.30 hrs	Poster mounting / viewing
Sunday	16 June 2019	09.00	-	17.45 hrs	Poster viewing
Monday	17 June 2019	09.00	-	17.45 hrs	Poster viewing
Monday	17 June 2019	16.30	-	17.45 hrs	Poster removal (strict) for groups A-C
Monday	17 June 2019	16.30	-	17.50 hrs	Poster removal (strict) for group D only

WiFi and Internet Connections

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): ESHG2019

Password: eshg2019

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: Exhibitors are not allowed to set up their own Wi-Fi in the stand. A router using fixed lines is allowed.

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 (for exhibitors the Cash Bar will be open half an hour before the opening 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 15, Sunday 16, and Monday 17 June. Go to form 3 in Section 5, for costs and to order.

For stand catering, see page 22, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the SECC, unless these are ordered from the SECC catering company.

Events during the Conference - Social and Commercial

The Annual Meetings Committee of the ESHG does **not allow any company events** during the conference (15 – 18 June), outside the time slots for corporate satellite meetings offered in the sponsor programme. Not in the SECC, neither in other locations in Gothenburg.

Outside these corporate satellite slots, the organisation of **social** events (so only events with a social character) is allowed under strict conditions and only on Friday evening 14 June (as of 18.00 hrs) and on Sunday evening 18 June (as of 21.30 hrs) and with written permission from Rose International. Please contact Rose International for details.

Note: not following these rules will result in exclusion to participate in the next conference, ESHG 2020.

Sponsor Programme and Advertising

ESHG 2019 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, badges & lanyards, the conference signage in the SECC, staff shirts, poster boards, official coffee breaks and many more.

All advertising (also in and around the SECC) and sponsoring for and during ESHG 2019 is exclusively handled by Rose International.

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

ESHG Logo – use of logo by Exhibiting companies

It is allowed to use the official ESHG Logo to promote your presence at ESHG 2019. Please note that it is NOT allowed to use the official ESHG 2019 Banner, as used on the conference website. A special ESHG 2019 banner is created which can be used by exhibitors and sponsors. Please contact Rose International in case you want to receive the ESHG logo and/or ESHG 2019 banner for exhibitors/sponsors.

It is important that the elements of the logo remain consistent. Do not attempt to redraw the lettering, branding elements or alter their relative position. Before reproducing the ESHG 2019 logo, a printing proof should be sent to Rose International for approval.

Compliance

The ESHG organises its meetings in compliance with the rules of EFPIA, Eucomed and EACCME with regards to sponsor involvement and recognition. Any (contractual) agreements in contradiction to these rules will be considered void. Remember that company compliance may differ from ESHG compliance.

All companies exhibiting at and/or sponsoring ESHG 2019 are advised to consult the guidelines and codes of practice applicable in Sweden. By signing the relevant application form to participate in ESHG 2019, each company agrees to and confirms that it has reviewed the advice and guidelines which determine the applicable codes of practice in Sweden and that it will be adhering to all relevant codes and accepts all liability in all cases of non-compliance with these codes (such as EFPIA, MedTech Europe, IFPMA).

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.

Emergency Telephone Numbers

In case of an emergency (fire, medical, etc.) in the SECC please notify the nearest Security staff or call the following central emergency number:

Paramedics: +46 31 708 81 70

Security staff: +46 31 708 83 50

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

Also take note of the Safety & Technical Regulations of the SECC available online:

http://uso.svenskamassan.se/files/monterservicedocuments/safety_and_technical_regulations_ST_201502_E.pdf.

Cash Dispenser

You will find a cash dispenser outside the SECC, next to Entrance 5.

Smoking

ESHG 2019 is a non-smoking conference. And the SECC does not allow smoking in any parts of the building.

Currency

The currency in Sweden is the Swedish Krona. For up-to-date exchange rates, check at a currency exchange site on the Internet, e.g. www.xe.com.

Tourist Information

For tourist information on Gothenburg and Sweden, please refer to the following websites:

<https://www.goteborg.com/en/> and <https://visitsweden.com/>.

Visa

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

Parking Private Cars

Private cars (height 2.10 m max) can be parked in the car park on the right side of the SECC, see map next page.

Opening hours of the car park are as follows: 24/7

Fee for parking: from 8:00 till 22:00 hrs 19 SEK 19 per hour, after these hours you will pay 2 SEK per hour. Payment can be done with credit card or cash.

Parking Trucks

After unloading, trucks can be parked at Stigs center, Importgatan 2, 422 46 Hisings Backa, Sweden. Stigs Center is located in the North of Gothenburg. It is a 10 minutes' drive taking the E6 towards Oslo. For more information you can contact Valverde, see contact details page 24 or 26.

How to get to the SECC**By train**

From the main railway station take the number 2 tram (towards Krokslätt) or the 4 (towards Mölndal). From Brunnsparken Square you can also take the number 5 tram (towards Torp). The trams stop at Korsvägen / Svenska Mässan. Tram timetables can be found on the Västtrafik website, www.vasttrafik.se/en.

By plane

Airport buses travel to and from Landvetter Airport (appox. 20 min. journey) stopping at Korsvägen/Svenska Mässan. They run directly between these stops.

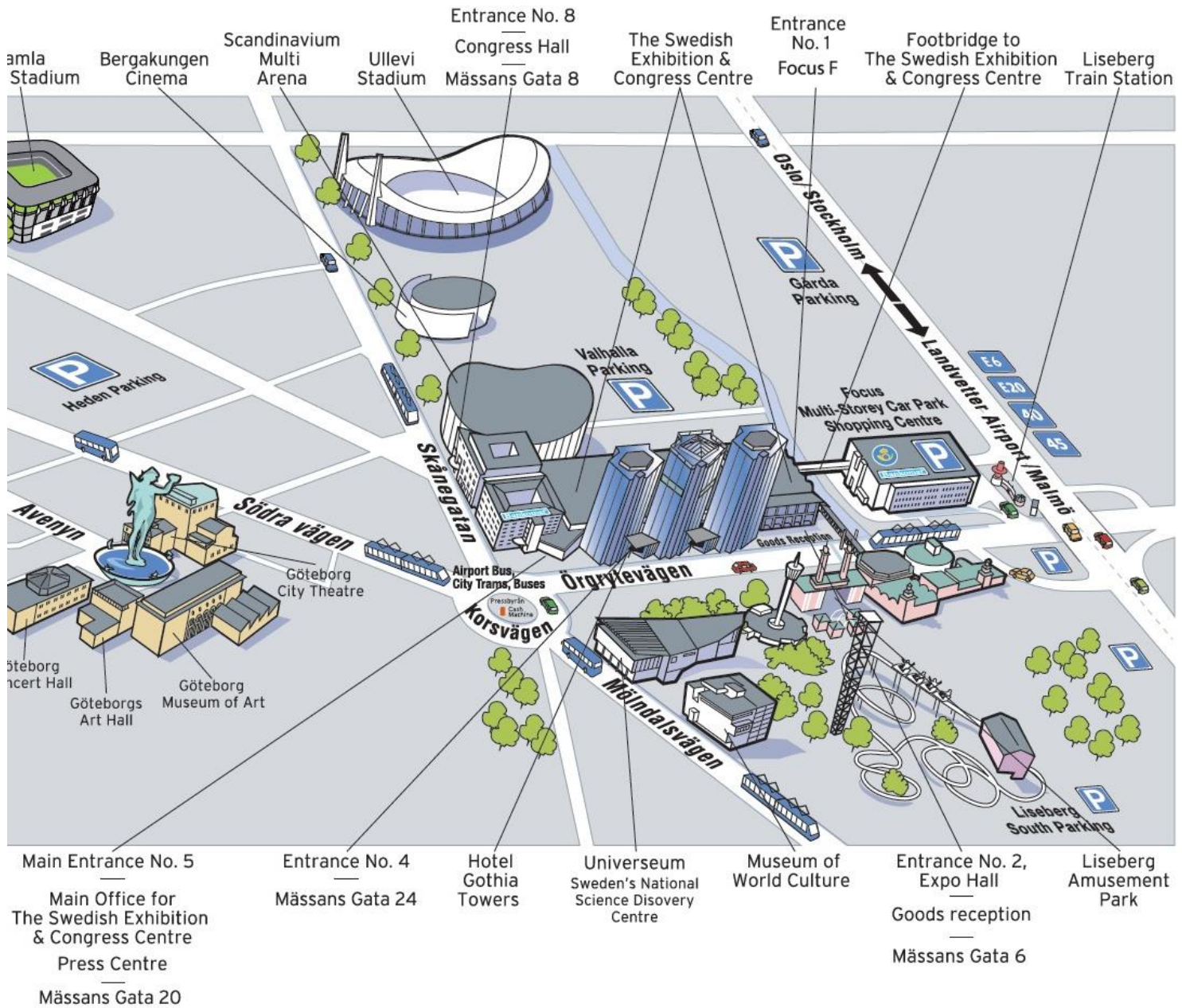
By car

E6 / E20 (from north) and road 45 (from Karlstad): On arrival at Gothenburg, turn off at the sign "Mässan Scandinavium Liseberg". Take the first exit on the left, turn right onto Örgrytevägen and then take the next exit right towards Svenska Mässan.

E6 / E20 (from south) and road 40 (from Borås): On arrival at Gothenburg, turn off at the sign "Mässan Scandinavium Liseberg". Then take the second exit right towards the hotel.

► **See map of the SECC on next page.**

Map of the SECC



TECHNICAL INFORMATION – SECTION 2

Exhibition Service Desk – Badges Pick up

Exhibitors should check-in at the Exhibition Service Desk, located near the Registration area of the conference and the Exhibition Hall, upon their arrival at the SECC in order to pick up their Exhibitor Conference or Exhibits Only badge.

Exhibition Service Desk - Opening Hours

Build-up	Thursday	13 June	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 13 June 2019.
Build-up	Friday	14 June	08.00 – 18.00 hrs
Exhibition	Saturday	15 June	08.30 – 19.00 hrs
Exhibition	Sunday	16 June	08.30 – 18.15 hrs
Exhibition / Break-down	Monday	17 June	08.30 – 20.30 hrs

Exhibition Service Desk - Telephone Number

During opening hours of the Exhibition Service Desk from Friday 14 June – Monday 17 June, the following direct telephone line will be in operation: +46 31 708 8330. To reach Rose International on Thursday 13 June, please call their office number: +31 70 383 8901.

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, 13 June	NO ACCESS	for exhibitors who use the package of standard stand construction (Form 2 in Section 5).
Friday, 14 June	08.30 – 17.30 hrs	Bringing in and installation of exhibits. Note: do not forget to pre-order a time slot for unloading if needed.
Friday, 14 June	16.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 14 June	16.30 – 17.30 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles.

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

Thursday, 13 June	09.00 – 19.00 hrs	Stand construction works by exhibitors and their stand contractors who bring and build their own stand (Form 2, Section 5) and have a written agreement with Rose International about their construction works on Thursday 13 June 2019. All construction works must be finished on Thursday 13 June by 19.00 hrs, no construction works whatsoever allowed on Friday 14 June. Note: do not forget to pre-order a time slot for unloading if needed.
Friday, 14 June	08.30 – 17.30 hrs	Bringing in and installation of exhibits inside the stand. No construction works whatsoever allowed (see Thursday). Note: do not forget to pre-order a time slot for unloading if needed
Friday, 14 June	16.30 hrs	Aisles must be clear and empties and packing materials taken for storage.
Friday, 14 June	16.30 – 17.30 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view of 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.**

► **Continued on next page.**

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 13 June.

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

Contractual working hours agreed with the SECC 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 on the previous page, 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, 17 June	18.00 – 18.30 hrs as of 18.30 hrs	Packing up activities inside the stand only. Delivery of empties (small ones first) to the stands, as soon as <u>all participants have left</u> the exhibition area and the carpet in the main aisles has been removed. Note: companies leaving earlier will be excluded from participation at ESHG 2020!
	18.30 – 20.00 hrs	Taking exhibits out of the exhibition hall. Note: do not forget to pre-order time slot for loading if needed.
	19.00 hrs	All rented materials will be collected by the relevant suppliers.
	20.00 hrs (strict)	Dismantling standard stand construction by the stand contractor starts. 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, 17 June	18.00 – 18.30 hrs as of 18.30 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 and the carpet in the main aisles has been removed.
	18.30 – 22.30 hrs	Break-down and taking materials and exhibits out of the exhibition hall. Note: do not forget to pre-order time slot(s) for (un)loading if needed.
	22.30 hrs (strict)	The premises must be completely cleared of all materials and exhibits.

Important note:

- At 22.30 hrs on Monday 17 June 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.

Occupation of Exhibit Space

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

A. Friday 14 June 2019 at **16.30 hrs** – exhibitors using the standard stand construction package

B. Thursday 13 June 2019 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.

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	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.
Displays in stands	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.
Floor material exhibition area	The exhibition hall has a concrete (black) floor. Aisles will be carpeted and carpet in the stands is mandatory.
Carpet in stands	All stand floors must be carpeted. 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). Exhibitors who bring/build their own stand should bring their own carpet or can order this. Please contact A-booth if you wish to order any carpet.
Max floor load	3000 kg / m ² .
Electricity	Single phase 220V/50 Hz current up to 3 kW. Three-phase 380V/50 Hz current + neutral above 3 kW. Electricity connections come from ducts in the floor. Also see important information and instructions on page 20, Section 3.
Plugs, sockets and adapters	Regular European plugs and sockets (Schuko) are used in Sweden. Adapters (e.g. UK to European) can be ordered through the online portal of A-booth.
Voltage transformers	For equipment requiring 110/120V, a transformer is needed to connect to 220V/ 380V . Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth, please contact them directly, see details page 19. No on-site ordering of transformers.
Suspensions/ Rigging	The height of the hall allows for suspensions and rigging in most areas. Please contact Rose International well in advance if you have any plans for suspensions over your stand. These need careful planning (build-up time is limited!) and the approval of Rose International before 29 March 2019 . All costs involved in rigging/suspensions will be for the exhibitor. See also Section 6 with important regulations.

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 SECC are taken into account.

Access to the Exhibition Hall during Build-up hours

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

- **Access on Friday 14 June only.**
- Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
- Entrance during build-up for exhibitors on **Friday 14 June** is through Entrance 2 in case of hand-carrying their materials. In case of unloading a car, access is through the loading bay.
- **Each vehicle entering the delivery area** (Goods Reception) needs to **pre-order a time slot** with the official Freight Forwarder Valverde, see page 26 for contact details.
In case of hand carrying items we advise you to park your car in the car park next to the SECC and to use the trolleys available at the car park. Only for unloading at the loading bay, a pre-ordered time slot is needed!
- **Worker badges for build-up** are required for **all** persons entering the exhibition hall who do not have an Exhibitor Conference or Exhibits ONLY badge ordered with Rose International.
- Unloading and bringing in of exhibits to be finalised before 16.30 hrs on Friday 15 June.

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

- **Access on Thursday 13 and Friday 14 June.**
- Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
- Entrance during build-up for exhibitors on **Friday 14 June** is through Entrance 2 in case of hand-carrying their materials. In case of unloading a car, access is through the loading bay.
- **Each vehicle entering the delivery area** (Goods Reception) needs to **pre-order a time slot** with the official Freight Forwarder Valverde, see page 26 for contact details.
In case of hand carrying items we advise you to park your car in the car park next to the SECC and to use the trolleys available at the car park. Only for unloading at the loading bay, a pre-ordered time slot is needed!
- Stand materials should be brought in on Thursday 13 June, and **all construction works must be finished before 19.00 hrs on Thursday 13 June (strict)**.
- **Worker badges for build-up** on Thursday 13 June and Friday 14 June are required for **all** persons who do not have an Exhibitor Conference or Exhibits ONLY badge ordered with Rose International.
- Unloading and bringing in of exhibits should be finalised before 16.30 hrs on Friday 14 June.

Delivery & Removal of Exhibits to/from the Exhibition Hall

The delivery and removal of exhibition goods (non-hand carrying) during build-up and break-down, has to go via the delivery area (Goods Reception) of SECC; see delivery area access map on page 13. Please also see important regulations that apply during build-up and break-down in Section 6, pages 41-43.

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

- Valverde is the official ESHG 2019 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 6.
- For access to the delivery area (Goods Reception), please see map on page 13.
- **Each vehicle entering the delivery area** (Goods Reception) needs to **pre-order a time slot** with the official Freight Forwarder Valverde, see page 26 for contact details.
- In case of **hand carrying items** we advise you to park your car in the car park next to the SECC and to use the trolleys available at the car park. Only for unloading at the loading bay, a pre-ordered time slot is needed!

List of Exhibitors & Floor plan

For an updated list of exhibitors and the most recent floor plan please visit the conference website: <https://2019.eshg.org>, Exhibition page.

Stand Number & Final Stand Allocation

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2019. 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, go to Section 6.

Rules & Regulations, Documents – SECC

For SECC Safety & Technical Regulations, see the following link:

http://uso.svenskamassan.se/files/monterservicedocuments/safety_and_technical_regulations_ST_201502_E.pdf.

Liability

Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the SECC and/or the city of Gothenburg, 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.

See also important note on liability on page 42, Section 6.

Mandatory Insurance

All 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.

Exhibitors will not be allowed inside the Swedish Exhibition and Conference Centre (SECC) without an adequate Insurance Cover. If you have an insurance, you can inform the SECC with a letter of proof of your insurance. If not the SECC offers a special insurance, which you can purchase online. All information can be found in the online portal from the SECC. Please see page 22 for detailed instructions.

Theft Prevention - Security

Exhibitors who wish to order a security guard on the stand, please see page 19. 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.

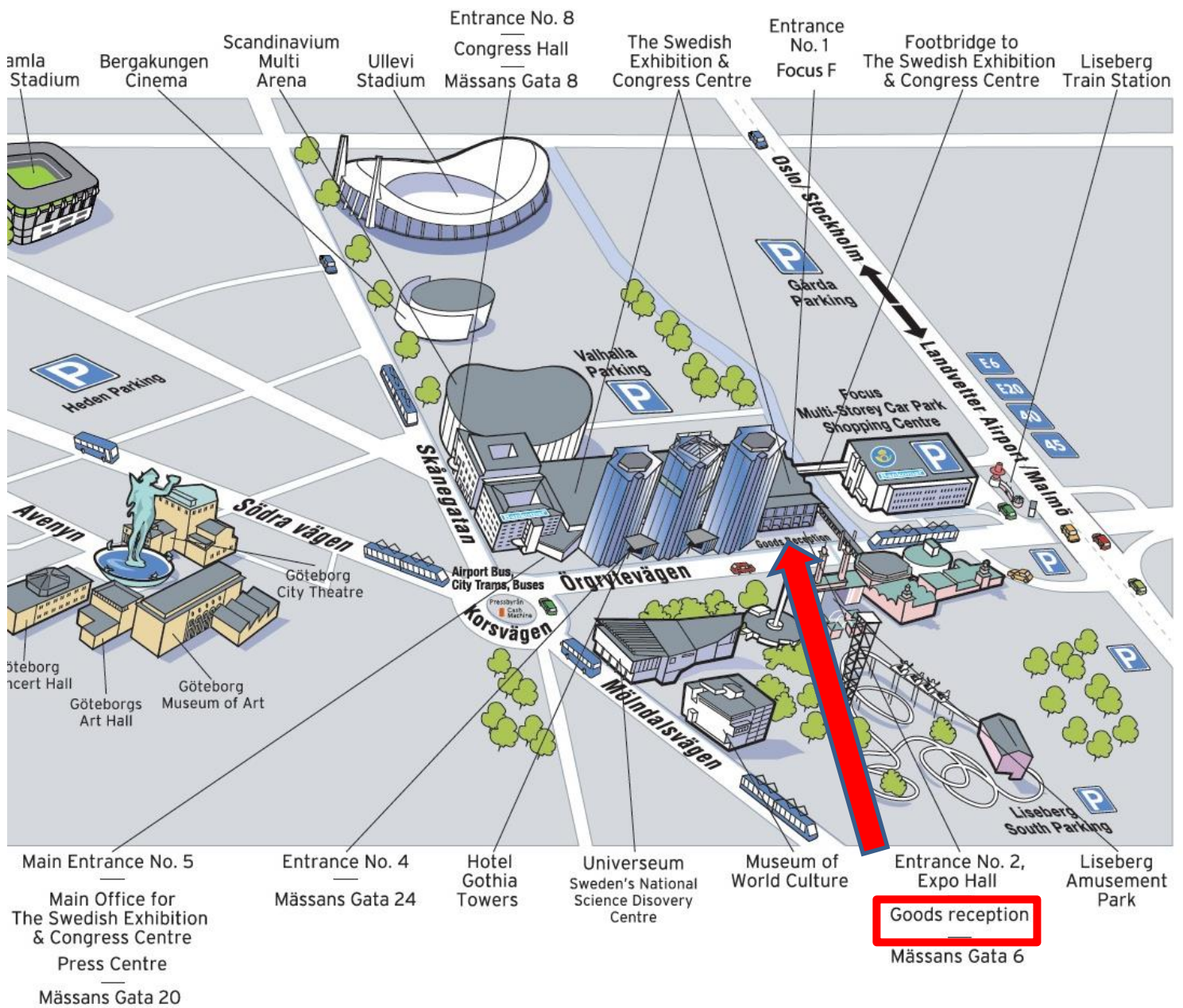
During Break-down

- 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.

Waste Disposal & Environmental Regulations

Exhibitors, their stand contractors and suppliers are obliged to dispose their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. Containers will be available on site for waste disposal. Please make sure to observe the different compartments of the containers for full environmental handling, e.g. plastic, wood, metal etc.

Delivery Area (Good Reception)



Schedule of Build-up Procedures

ACTIVITY	Thursday 13 June	Friday 14 June	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 13 June.
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 13 June. 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	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	End of the day		Ordered items will be placed in the booth by SECC.
Internet access installation			Ordered internet line already in stand.
Ordered plants and flowers brought to stands		09.00 – 17.30	Plants and Flowers will be placed in the booth by SECC.
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 on Saturday and Sunday evening.

The Exhibition opens on Saturday 15 June at 09.30 hrs
Exhibitors should be present at 09.15 hrs

EXHIBITION SERVICES & SUPPLIERS – SECTION 3

General Information – Exhibition Services

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 in 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 or the different online portals.
- 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, contact Rose International.
- All fees in this manual are exclusive VAT. VAT will be specified on invoices, if applicable in your situation. For VAT Reclaim see page 19 in this Section.

Services – Rose International

SERVICES - ROSE INTERNATIONAL

Deadline: see below in table

Forms in this Manual, Section 5

	Services	Deadline	How to order
1.	Exhibitors Manual		Download
2.	Catalogue & Subject Index entry – Mandatory	7 March 2019	Form by e-mail
3.	Badges (Exhibitor Conference and Exhibits Only) – Mandatory	15 May 2019	Form by e-mail
4.	Payment Procedures – Mandatory	1 April 2019	Form 1
5.	Standard Stand Construction or Design Stand – Mandatory	1 April 2019	Form 2
6.	Networking Evening & Lunch Boxes	1 April 2019	Form 3
7.	Co-exhibitor on the Stand		On request
8.	Temporary Staff – Stand Security & Hostesses		On request
9.	VAT & VAT Reclaim		On request

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

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 miss crucial information causing your staff members serious on-site problems. The manual can be downloaded from the conference website, <https://2019.eshg.org>, Exhibition page.

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 not 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 7 March 2019**. If your form has not reached us by this date, your listing will be limited to company name and stand number.

Badges**Mandatory – Form by e-mail**

The following 2 types of badges are available for exhibitors:

- A. Exhibitor Conference Badges, exclusive for exhibiting company staff
- B. Exhibits Only Badges

Please see below for details, applicable fees and order process.

A. Exhibitor Conference Badges – Access to Exhibition & Scientific Sessions

Each Exhibiting Company receives the following number of free Exhibitor Conference Badges (with access to the Scientific Sessions):

Stand Size	Free Exhibitor Conference Badges
6 – 14 m ²	2
15 – 24 m ²	3
25 – 33 m ²	4
34 – 42 m ²	5
43 – 51 m ²	6
52 – 60 m ²	7
>60 m ²	8

Exhibitors receive the badge form by e-mail in Excel format; the form should be returned to Rose International by e-mail, in the same format, Excel (do not pdf!), **before 15 May 2019** to benefit from the **reduced rate**.

Exhibitor Conference Badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Opening Networking event on Saturday 15 June (time schedule on page 4, Section 1). Exhibitor Conference Badges include refreshments which are free for participants during the official breaks (printed in the final programme).

In addition to the free Exhibitor Conference Badges (see above the free allowance) additional Exhibitor Conference Badges (full conference registration for exhibiting company staff) are available at a fee of EURO 260.00, if ordered **before 15 May 2019**. After this date the fee will be EURO 285.00. **Exhibitor Conference Badges are available exclusively for exhibiting company staff**. These badges can be ordered with the Excel order form which exhibitors receive from Rose International.

B. Exhibits ONLY Badges – Access to Exhibition ONLY

In addition, each exhibitor will receive 1 (one) free Exhibits ONLY Badge (valid for all three exhibition days). Additional Exhibits Only Badges can be ordered at EURO 95.00 each, if ordered **before 15 May 2019**. For badges ordered after 15 May the fee will be EURO 105.00. Exhibits ONLY 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 EURO 105.00 each), at the Rose International Exhibition Service Desk, but **pre-ordering is preferred**, since **on-site orders take time to process** so will cause a delay for your staff.

► Continued on next page.

Important Information – Exhibitor Conference and Exhibits Only Badges

- Exhibitor Conference 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 and signed for by one of the exhibitors' staff members.
- Collection of badges at the **Exhibition Service Desk** of Rose International near the registration area of ESHG and near the Exhibition Hall.
- Opening hours of the **Exhibition Service Desk**:

Friday	14 June	08.00 – 18.00 hrs (build-up)
Saturday	15 June	08.30 – 19.00 hrs
Sunday	16 June	08.30 – 18.15 hrs
Monday	17 June	08.30 – 20.30 (break-down as of 18.30 hrs)
- Outside these opening hours, the desk can be reached by telephone: +31 70 383 8901.
- All badges will have a barcode which can be scanned by exhibitors and/or corporate satellite organisers (after approval of the badge holder). The barcode provides the company name, personal name and email address of the badge holder.
- **Badges must be worn visibly at all times in view of security and access procedures.**

Lost or Forgotten – Exhibitor Conference and Exhibits Only Badges

Exhibitors who lose, or forget to bring to the congress centre, their badge (Exhibitor Conference or Exhibits Only Badge) will be able to buy an Exhibits Only Badge at a fee of EURO 105.00 per badge, or an Exhibitor Conference Badge (for exhibiting company staff only) at a fee, i.e. EURO 285.00. Badge preparation on-site will cause a delay in accessing the exhibition and conference levels.

Badges will not be re-issued, under any circumstances.

Changes and Cancellations – Exhibitor Conference and Exhibits Only Badges

- Personal names for the badges may be changed free of charge before **31 May 2019**.
- After 31 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 badges will not be refunded at any time and remain payable in full.**

Conference Registrations for Exhibitor's guests

Exhibitor's guests, who wish to be registered as a full/regular participant of the conference should be registered on-line at <https://2019.eshg.org/index.php/myconference/registration/>. Reduced rates available until 4 April 2019, after this date, until 23 May 2019, the regular rate is applied. After 23 May and on-site the late fee will apply. **Note:** it is NOT possible to order Exhibitor Conference Badges for guests, since these badges are exclusive for exhibiting company staff.

Access during Build-up & Break-down

Rose worker badges for build-up are required for **all** persons (not for exhibitors who have an Exhibitor Conference or Exhibits Only Badge) working during **build-up on Thursday 13 June, Friday 14 June and breakdown**.

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. For Swedish VAT reference you also see the amount in Swedish Krona on your invoice.
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 May 2019. Orders which reach us after 1 May 2019, 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. 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.

► **Continued on next page.**

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).

5. 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.
6. 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.

Standard Stand Construction or Design (own) Stand

Mandatory - Form 2

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

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 the 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 2 kW + 2 sockets + consumption ²⁾.
- Carpet: see colour catalogue via the on-line portal of A-booth ³⁾.

All exhibitors, are obliged to read the ESHG 2019 Exhibitors' Manual and sign Form 2 to confirm this. Form 2 should be returned to Rose International **before 1 April 2019**.

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 page 35 for details.
3. Mark the carpet colour you wish to have in your stand also on-line via the A-booth portal (default colour is Pri Antracite). 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 13 June (**no construction works allowed on Friday 14 June**). 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 2 kW electricity connection + 2 sockets + consumption: more power and/or 24hr continuous power can be ordered on-line, see page 35 for details.

1. The **stand design** must reach Rose International for written **approval before 29 March 2019**.
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 ESHG 2019 Exhibitors' Manual and sign Form 2 to confirm this. Form 2 should be returned to Rose International **before 29 March 2019**.

Networking Evening

Form 3

Exhibitors who would like to join the Networking Evening on Monday 17 June, please order tickets using Form 3. For details on the event see the conference website:

<https://2019.eshg.org/index.php/myconference/official-events/>. Capacity is limited, so register early.

Lunch Boxes

Form 3

Lunch boxes can be ordered by exhibitors for Saturday 15, Sunday 16, and Monday 17 June, use Form 3. **No on-site ordering of these lunch boxes. Note: no exchange of the actual vouchers on-site, e.g. change the warm lunch voucher for a cold lunch voucher.**

On Saturday 15, Sunday 16 and Monday 17 June the ordered lunch boxes will be available at the coffee terraces in the Exhibition area around 12.00 hrs daily.

Tickets Pick-up – Networking Evening & Lunch Boxes**Form 3**

Ordered tickets for the Networking evening 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 8). **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 Sweden (one company). The exhibitor will be charged for the co-exhibitor fee of EURO 750.00. This fee covers one Exhibitor Conference 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.

Temporary Staff – Stand Security & Hostesses**ON REQUEST**

A security guard on the stand (e.g. outside exhibition hours) can be ordered, as well as hostesses. Please contact Rose International if you want to order temporary staff. **Note:** Rose International will arrange general overnight security, but can never be held liable of any loss or damage of your materials, inside or outside your stand.

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.

Services – A-booth (official stand contractor & supplier)**SERVICES – A-booth (official stand contractor & supplier)****Deadline: 15 May 2019****ON-LINE ORDERING at <http://eshg.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

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

Name A-booth exhibition services

Address Skoon 37, NL-1511 HV Oostzaan, the Netherlands

Contact Jasper van Honk

E-mail jasper@a-booth.nl

Telephone +31 (0)75 622 55 81

Fax +31 (0)75 622 55 82

On-line portal <http://eshg.aboothmanual.nl>

Access to on-line portal A-booth

Exhibitors who signed up for the exhibition before 1 February 2019 receive an e-mail with password and username at the beginning of February 2019. Exhibitors who book their stand after 1 February 2019 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: Jasper@a-booth.nl.

Payment & Cancellation Procedures

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 an administration fee of EURO 25.00 per invoice.
5. After 1 June 2019, cancellations cannot be accepted; 100% of the costs will be charged and is 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 carpet colour for your stand. The default colour is Pri Antracite.

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 2 kW + 2 free sockets**, including consumption (EURO 250.00, 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 in the exhibition hall on Monday 17 June at 18.00 hrs.

Electricity

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

Electricity connections come from ducts in the floor.

Also see important information and instructions on page 20, Section 3.

Plugs, sockets and adapters Voltage transformers

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

For **equipment requiring 110/120V, a transformer is needed to connect to 220V/380V**. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth, please contact them directly, see details page 19. **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 – Swedish Exhibition and Conference Center - SECC (official supplier)**SERVICES – SECC (official supplier)****Deadline: 22 May 2019****Surcharge after 22 May 2019 and on-site orders: 50%****ON-LINE ORDERING at <https://uso.svenskamassan.se/?Lang=EN>**

1.	Payment Procedures	Information
2.	Internet & Telecommunications – <i>exclusive supplier</i>	On-line
3.	Audio & Visual Equipment	On-line
4.	Plants & Flowers	On-line
5.	Stand Catering Services – <i>exclusive supplier</i>	On-line
6.	Water & Compressed Air Connections – <i>exclusive supplier</i>	On-line
7.	Rigging Services – <i>exclusive supplier</i>	On-line
8.	Extra Cleaning – <i>exclusive supplier</i>	On Request
9.	Waste Collection– <i>exclusive supplier</i>	On-line
10.	Exhibitor Insurance – <i>Mandatory for each exhibitor and co-exhibitor</i>	On-line

Name Swedish Exhibition & Conference Center (SECC)**Address** Mössans gata 42, 412 94 Gothenburg, Sweden**Contact** Eva Enoch**E-mail** eva.enoch@gothiatowers.com**Telephone** +46 31 708 8505**On-line Portal** <https://uso.svenskamassan.se/?Lang=EN>

- Access as of 1 February 2019

Access to online portal SECC

Each Exhibitor will receive a welcome e-mail with password and username, at the beginning of February 2019. Exhibitors who booked their stand after 1 February 2019 will receive their log in details within 2 weeks after the exhibitor received the official booking confirmation from Rose International. In case of any issues with your log in credentials please contact Utställarservice Online, Svenska Mässan:

uso@svenskamassan.se**Delivery of the services to the stand by SECC**

All services ordered through the online portal of SECC will be placed inside your stand before you arrive on Thursday 13 June (design stands) or Friday 14 June (standard stands). Flower arrangements will be delivered on Friday 14 June by the end of the day. For questions or services not delivered when you arrive during build-up, please come to the Exhibition Service Desk.

Payment Procedures

1. After your on-line order you will receive an email from SECC including the confirmation and invoice. Payment by bank transfer is preferred, all bank details are mentioned on the invoice. For credit card payment please contact SECC directly, eva.enoch@gothiatowers.com.
Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly.
2. Cancellations received after 22 May 2019, are not entitled to any refund.
3. No surcharges apply for orders placed before 22 May 2019.
4. Orders after 22 May 2019 and on-site, are subject to a 50% surcharge.

Internet & Telecommunications*Exclusive supplier – On-line*

WiFi will be available free of charge in the exhibition hall, but continuous access cannot be guaranteed. If you need internet access on the stand for e.g. presentations, we advise you to order a dedicated line with the SECC. Dedicated WiFi is not possible in the SECC. For information contact SECC directly via uso@svenskamassan.se.

NOTE: Exhibitors are not allowed to set up their own Wi-Fi in the stand. A router using fixed lines is allowed.

Audio & Visual Equipment**On-line**

Use the SECC on-line portal to order plasma screens, audio-visual and related equipment. For items not listed, please contact SECC directly via eva.enoch@gothiatowers.com.

Plants & Flowers**On-line**

Plants and flower arrangements can be ordered via the on-line portal of the SECC. Plants are rented so may not be taken by exhibitors at the end of the exhibition. As for the flower arrangements, the flowers may be taken at the end of the exhibition the vase is rented so needs to stay at the stand where it will be collected during break-down.

Stand Catering Services*Exclusive supplier – On-line*

For stand catering note the following:

- It is not allowed to serve drinks/food on your stand, or anywhere else in the SECC, unless these are ordered from the official SECC catering company.
- You can place your stand catering orders on-line via the SECC on-line portal.

For information and questions regarding stand catering, you can contact the SECC directly:

eva.enoch@gothiatowers.com.

Water & Compressed Air Connections*Exclusive supplier – On-line*

For water and/or compressed air connections contact SECC before ordering online to check if these can be installed at your stand location.

Rigging Services**On-line**

After your design has been approved by Rose International (deadline for submitting design is 29 March 2019), you can order your rigging directly on-line with SECC. Standard stand construction stands needing rigging need approval from Rose International for their suspended items.

Extra Cleaning Services*Exclusive supplier – On-line*

On Friday, Saturday and Sunday after the exhibition hall is closed, the stand floors will be vacuum cleaned and waste baskets will be emptied. This service is included in your stand space fee.

In case you need additional cleaning services and/or waste disposal, please contact SECC directly.

Waste baskets for your stand can be ordered via Square, the furniture supplier, see Furniture pages 22-23. Please put your basket on the edge of your stand on the aisle side at the close of each exhibition day.

Waste disposal*Exclusive supplier – On-line*

Exhibitors, their stand contractors and suppliers are obliged to dispose of their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. Containers will be available on site for waste disposal. Please make sure to observe the different compartments of the containers for full environmental handling, e.g. plastic, wood, metal etc.

Insurance**Mandatory - On-line Portal**

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

It is **MANDATORY** that each exhibitor and, if applicable, his co-exhibitor are insured, according to the rules of the SECC as mentioned in the on-line portal. **Exhibitors will not be allowed** inside the Swedish Exhibition & Conference Center Exhibition Area without an adequate Insurance Cover.

For those exhibitors who **do not own** an adequate Insurance Policy (they need to email their policy to the Eva.Enoch@gothiatowers.com for approval) or do not own a policy at all, can order a special insurance directly with the SECC in the on-line portal.

Services – SQUARE**SERVICES – SQUARE (official supplier)****Deadline: 15 May 2019****ONLINE ORDERING at www.square-mobilier.com/eshg2019**

1.	Payment procedures	Information
2.	Furniture	On-line

► Continued on next page.

Name **SQUARE**
Address 295 Impasse Louis Champin, Z.I. De L'abbaye FR- 38780 PONT-EVEQUE, France
Contact Caroline Thomas **E-mail** info@square-mobilier.com
Telephone +33 (0)4 7416 1620 **Fax** +33 (0)4 7416 0200
URL Link www.square-mobilier.com/eshg2019

Payment Procedures

1. Square accepts bank cheque, bank transfer and credit card payments (except Amex).
2. After placing your order, you will receive a confirmation by e-mail of the availability of the furniture.
3. To validate your order, payment can be done either:
 - a. At the same time when you place your order in case of credit card payment only, or
 - b. After receipt of the order confirmation, by bank transfer, credit card or cheque.
4. The invoice will be sent to you as soon as the payment has been received. In case you need the invoice earlier, please send an e-mail to: info@square-mobilier.com.
5. A **10% surcharge** will be applied to orders received after 15 May 2019.

Furniture**On-line**

The furniture catalogue can be found on-line: www.square-mobilier.com/eshg2019. Please place your furniture order directly on-line.

Services – CTI Meeting Technology (official supplier)**SERVICES – CTI MEETING TECHNOLOGY (official supplier)****Deadline: 15 May 2019****Form in this Manual, Section 5**

1.	Lead Retrieval System	Form 4
----	-----------------------	--------

Name **CTI Meeting Technology GmbH**
Address Nussdorferstr. 20/22, AT-1090 Vienna, Austria
Contact Tamara Dworschak **Mobile** +43 (0)676 83 437 318
E-mail t.dworschak@ctimeetingtech.com
Telephone +43 (0)1 3196 9991 8 **Fax** +43 (0)1 3196 999 33
URL <http://ctimeetingtech.com>

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.

Accommodation Services – MCI Amsterdam**SERVICES – ACCOMMODATION****Deadline: as soon as possible**

ON-LINE ORDERING at <https://2019.eshg.org/index.php/myconference/accommodation/>

1.	Hotel Accommodation	On-line
----	---------------------	---------

Name **MCI Amsterdam**
E-mail eshg-hotels@mci-group.com
Telephone +31 (0) 20 575 4220
URL <https://2019.eshg.org/index.php/myconference/accommodation/>

Hotel Accommodation**On-line**

Please book your hotel room at <https://2019.eshg.org/index.php/myconference/accommodation>. For group bookings (more than 10 rooms) please contact MCI at eshg-hotels@mci-group.com.

Note: Be aware that you may be contacted by telephone by **scam companies** claiming to be the official ESHG 2019 accommodation providers. Neither the ESHG nor MCI will call you to solicit reservations.

You may also receive emails regarding housing, but note that the only official ESHG (2019) emails will come from an email address ending in “@eshg.org” or “@rose-international.com”. Booking confirmations will be sent by “eshg-hotels@mci-group.com”.

All lodging for the ESHG should be arranged using the links provided or by calling the phone number. 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)

SERVICES – Valverde (official freight forwarder)		
Deadline: see <u>arrival deadlines</u> on page 26, Section 4		
1.	Manpower	Section 4
2.	Customs Clearance & Freight Forwarding	Section 4
3.	Storage of Empties	Section 4
4.	Time Slots for Unloading and Loading	

Name Valverde BV

Address Zekeringstraat 36 B, NL-1014 BS Amsterdam, The Netherlands

Contact Joliek Michielsen

E-mail eshg@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 2019, read all shipping information, and the deadlines, in Section 4. Also note important information on the services of Valverde on next page.

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 26).

Customs Clearance & Freight Forwarding**Section 4**

Rose International has appointed Valverde as the official logistics supplier for ESHG 2019. 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 and lifting equipment in the exhibition hall 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 26 in Section 4, these are crucial.
- Do not send any goods directly to the SECC; these will not be accepted.
- Courier shipments should be avoided. If courier shipment cannot be avoided, we advise to go through Valverde (see instructions in Section 4, page 26).
- Make sure that your company staff at the stand in Gothenburg 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 Gothenburg.**

These documents and contact details are needed if your goods have not arrived in Gothenburg 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 14 June 2019.

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. Neither may these be stored in an office in SECC, in case you rented one of these rooms from Rose International. Contact Valverde for handling and storage of your empties. Remember that **aisles should be cleared of all empties etc. on Friday 14 June at 16.30 hrs.**

Time Slots for Unloading & Loading**Section 4**

It is mandatory to order time slots upfront for vehicles entering the loading yard on build-up and break-down days. Slots can be arranged directly with Valverde.

CUSTOMS CLEARANCE & FREIGHT FORWARDING

Shipping Instructions ESHG 2019

We are pleased to have the opportunity to inform you that Valverde is again the appointed freight agent for ESHG 2019 in Gothenburg. This shipping manual will assist you in your preparation for the correct and timely dispatch of your exhibits to Gothenburg. 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	Joliek Michielsen		
Address	Zekeringstraat 36 B 1014 BS Amsterdam, The Netherlands		
Telephone	+31 (0)20 653 8555	E-mail	eshg@valverde.nl
URL	www.valverde.nl		

Document pre-advise

Please pre-advise all shipments with copies of AWB, invoices, packing lists to: eshg@valverde.nl.

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

Build-up : 13th – 14th June 2019 (design stands construction works only on 13th June)
 Exhibition dates : 15th – 17th June 2019
 Breakdown : 17th June 2019 (18.00 – 20:00hrs (standard stands), 22:30 hrs (design stands))

Note: all freight not collected during breakdown on Monday 17 June between 18:30 and 22:30 hrs will be taken to Valverde warehouse in Amsterdam at the expense of the exhibitor.

Delivery & Removal of Exhibits to/from the Exhibition Hall

The delivery and removal of exhibition goods (non-hand carrying) during build-up and break-down, has to go via the delivery area (Good Reception) of SECC; see delivery area access map on page 13. Please also see important regulations that apply during build-up and break-down in Section 6, pages 41-43.

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

- 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 6.
- For access to the delivery area (Goods Reception), please see map on page 13.
- **Each vehicle entering the delivery area** (Goods Reception) needs to **pre-order a time slot** with Valverde
- In case of **hand carrying items** we advise you to park your car in the car park next to the SECC and to use the trolleys available at the car park. Only for unloading at the loading bay, a pre-ordered time slot is needed!

➤ Please book your time slot via eshg@valverde.nl

Arrival deadlines and time schedule

Latest arrival date airfreight AMS airport	5 June 2019
Latest arrival road / courier shipments warehouse Amsterdam Airport	5 June 2019

Stand Construction Materials (Design Stands)

Stand construction materials for design stands (construction works on Thursday 13 June) can be delivered to the Swedish Exhibition & Congress Centre after agreement on this with Valverde. Delivery to the stand location with fork lift or motorized equipment by Valverde only. Contact Joliek Michielsen of Valverde for further details.

Courier shipments

All courier shipments must be sent on conditions DDP service and freight prepaid up to arrival destination Schiphol-Rijk. **As the exhibition hall is not a permanent warehouse, courier shipments sent directly to the Swedish Exhibition & Congress Centre will be refused.**

How to consign your shipment

All exhibition goods despatched should be consigned as follows:

Airfreight

Consignee:

Valverde B.V.

Zekeringstraat 36B, 1014 BS Amsterdam, The Netherlands

Notify:

ESHG 2019 + Exhibitor name + stand number

Warehouse (road/courier)

IAA c/o Valverde B.V.

Capronilaan 12-16, 1119 NR Schiphol-Rijk, The Netherlands

Notify:

ESHG 2019 + Exhibitor name + stand number

Note: To guarantee quality and to lower the costs for the exhibitors it was decided to have the warehouse in Amsterdam. For questions, please contact Joliek Michielsen from Valverde.

Case Marking

All cases being sent to the exhibition must be marked as follows:

ESHG 2019 Gothenburg

Name of exhibitor:

Stand number:

Case no: xx / xx

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.

Tariffs

Inbound and outbound 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.

(Un)loading of goods 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 charged at 1M3 equals 500 kilo whichever is greater.

► Continued on next page.

Storage of goods and packing

Storage cost per day, per m3	€ 18.50
Handling and storage of packing materials, per m3 / min 2m3	€ 55.00

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

Customs clearance

Inbound:	Temporary import - per shipment	€ 195.00
	Bond fee (1,5 % of the value) min.	€ 195.00
	Permanent import - per shipment	€ 195.00
	Advance of funds	15%
Outbound:	Export declaration - per shipment	€ 195.00
	Bond fee (1 % of the value) min.	€ 195.00

Please contact us for high values.

File and document fee

Per shipment on inbound / outbound	€ 45.00
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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	Charges upon request

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 latest version. 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.
- No credit is given to any exhibitor. Therefore we advise you to use one of our preferred agents in your country. If your country is not listed please contact us and we will advise.
- Credit card transactions will be charged with a 5% surcharge on the total invoice amount.
- Our normal working hours are week days 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.
- If not indicated otherwise a surcharge of 3% advance of funds fee for all third-party costs applies.
- If you are granted a credit our payment term of 10 days applies.

CUSTOMS CLEARANCE & FREIGHT FORWARDING – ORDER FORM*ESHG 2019 – Gothenburg, Sweden, 15 – 18 June, 2019***E-mail this form to:****VALVERDE**

Tel.: +31 (0)20 653 8555

Contact:

Joliek Michielsen

E-mail:

eshg@valverde.nl

Stand No: _____

Company: _____

Contact: _____

Address: _____

VAT No: _____

E-mail: _____

Tel: _____

Use this form to order all required logistic services from Valverde B.V.

Please return a copy by e-mail to: eshg@valverde.nl***For all orders a quotation will be provided by Valverde before confirmation of the order!!*****Your order:**

Shipment details (Number of parcels, dimensions, weight)

☐ Inbound handling of your goodsDelivery Date _____, Time _____ (for **design stands only**, goods for standard stands will be delivered on Friday morning, 14 June)☐ Outbound handling of your goods☐ Storage of packing material

Number of pieces _____, volume _____ m3

After the event goods will ☐ or will not ☐ be returned (please cross mark).

Unless otherwise agreed, payment needs to be arranged before delivery of the shipment, or you can let us have a credit card (Mastercard or VISA) guarantee for payment.

Credit card number _____

Card holder name _____

Credit card company _____

Security code _____

Expiry date _____

Date _____

Your name _____

Signature _____

SERVICES ORDERS – IMPORTANT Information – SECTION 5

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, please contact Rose International.

SERVICES & DEADLINES – SECTION 5

ORDER FORM #	SECTION #	PAGE #	SUBJECT	DEADLINE	MANDATORY or RECOMMENDED	RETURN To Contact for Information
Order form	4	26	Freight Forwarder services Information / contact: Section 4	asap	Highly Recommended	Valverde
E-mail	4	26	Time-slots for (un)-loading	22 May		Valverde
On-line	3	23-24	Hotel Accommodation Information	asap		MCI Amsterdam
Form by E-mail	3	16	Catalogue & Subject Index Entry Information	8 March	Mandatory	Rose Int.
Form by E-mail	3	16-17	Badges Information & Instructions	15 May	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	Networking Evening / Lunch Boxes	1 April		Rose Int.
On request	3	19	Co-exhibitor Information	-		Rose Int.
On request	3	19	VAT & VAT Reclaim Information	-		Rose Int.
On request	3	19	Temporary Staff – Hostesses & Security	22 May		Rose Int.
On-line	5	35	Carpet Colour	15 May		A-Booth
On-line	5	35	Company name on Fascia Board	15 May		A-Booth
On-line	5	35	Extra Stand Components	15 May		A-booth
On-line	5	35	Additional Electricity & Connections	15 May		A-booth
On-line	5	35	Logo's & Graphics	15 May		A-booth
On-line	5	35	Stand Lay-out	15 May		A-booth
On-line	5	36	IT Services – Internet	22 May		SECC
On-line	5	36	Audiovisuals	22 May		SECC
On-line	5	36	Flowers & Plants	22 May		SECC
On-line	5	36	Computers	22 May		SECC
On-line	5	36	Stand Catering	22 May		SECC
On-line	5	36	Water & Compressed air	22 May		SECC
On-line	5	36	Rigging Services (after approval by Rose International)	22 May		SECC
On request	5	36	Extra Cleaning	22 May		SECC
On-line	5	36	Insurance	22 May	Mandatory	SECC
On-line	5	37	Furniture	15 May		SQUARE
Form 4	5	38	Lead Retrieval System	15 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 2019**

Mandatory for all exhibitors

- The undersigned will pay her/his orders **with Rose International** (please tick ✓ appropriate box below):

☐ by bank

All bank costs to be paid by exhibitor

No bank payments for orders **received after 1 April 2019**
☐ by credit card

A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged. Rose International works with Pay per Link. We will send you an e-mail with a link which should be used to make the credit card payment.

FOR CREDIT CARD PAYMENTS ONLY:

Please write/print clearly name and e-mail of the person to whom the **CREDIT CARD** link should be sent to.

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

NAME:

E-MAIL ADDRESS:

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



Reference:



PO Number:.....

Note: 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 2019 if you wish to pay by bank. Invoices which need to be re-issued incur an administration charge of EURO 50.00.

Date

Signature + Company Stamp

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 2019

Mandatory for each exhibitor

I. Acknowledgement

By my signature at the end of this page I hereby certify that:

- I have completely read the ESHG 2019 Exhibitors' Manual and the SECC Safety & Technical Regulations.
- I understand all rules and regulations as outlined in the ESHG 2019 Exhibitors' Manual, including the SECC Safety & Technical Regulations, and on behalf of my company agree to abide by them.
- I understand that it is my responsibility to inform all subcontractors of the rules and regulations outlined in the ESHG 2019 Exhibitors' Manual, including those of the SECC.
- It is my responsibility to comply with all the local and European laws, and ESHG/Rose International bears no responsibility for the compliance or enforcement of such laws.
- I am authorized to sign this document on behalf of my company.

II. Standard stand construction or Design stand

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

☐ **YES**, we will use the package of **standard stand construction** (for carpet and fascia see page 35).

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 29 March 2019 for their approval**. See important guidelines and instructions for design stands on pages 10,18 and 41-43.

- 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

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 2019

Surcharge after 1 April 2019: 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
Networking Evening on Monday, 17 June		€ 60.00	€
COLD – Lunch box*, Saturday, 15 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 19.00	€
WARM – Lunch box*, Saturday, 15 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 19.00	€
COLD – Lunch box*, Sunday, 16 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 19.00	€
WARM – Lunch box*, Sunday, 16 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 19.00	€
COLD – Lunch box*, Monday, 17 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 19.00	€
WARM – Lunch box*, Monday, 17 June <input type="checkbox"/> Regular <input type="checkbox"/> Vegetarian		€ 19.00	€
SUBTOTAL, excluding VAT			€
SWEDISH VAT 25%			€
TOTAL, including VAT			€

* Please indicate number of regular and vegetarian lunch boxes.

Note: Please contact Rose International in case you wish to order gluten and/or lactose free lunch boxes.

Note: Networking Evening 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 8).

Vouchers CANNOT be exchanged!

Designated person to collect the Networking Evening and Lunch Box tickets:

Date

Signature + Company Stamp

Contact Details A-booth



Name A-booth exhibition services
 Address Skoon 37
 NL-1511 HV Oostzaan, the Netherlands
 Contact Jasper van Honk
 E-mail jasper@a-booth.nl
 Telephone +31 (0)75 622 55 81

ORDER BEFORE 15 May 2019

Prices increase after 15 May 2019
After 31 May 2019 orders can only be made on-site

For ordering the following services please go to: <https://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 – <i>exclusive supplier</i>	On-line
5.	Logo's & Graphics*	On-line
6.	Stand Lay-out	On-line

After **1 June 2019**, cancellations cannot be accepted; 100% of the costs will be charged and payable.

* 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.

You will receive your log-in details via e-mail from the A-booth at the beginning of February 2019 or within 2 weeks after receipt of your official exhibit space booking confirmation from Rose International. In case of any problem with your log-in credentials please contact A-booth: Jasper@a-booth.nl

Contact Details SECC



GOTHIA TOWERS

Name Swedish Exhibition and Conference Centre - SECC
 Address Mässans Gata/Korsvägen, 412 94 Gothenburg, Sweden
 Contact Eva Enoch
 E-mail Eva.Enoch@gothiatowers.com
 Telephone +46 31 708 80 00

ORDER BEFORE 22 May 2019

Surcharge as of 22 May 2019 & On-site: 50%

For ordering the following services please go to: <https://uso.svenskamassan.se/?Lang=EN>

1.	Payment Procedures	On-line
2.	IT Services – Internet – <i>exclusive supplier</i>	On-line
3.	Audiovisuals	On-line
4.	Flowers & Plants	On-line
5.	Computers	On-line
6.	Stand Catering – <i>exclusive supplier</i>	On-line
7.	Water & Compressed Air Connections – <i>exclusive supplier</i>	On-line
8.	Hanging/Rigging Services – <i>exclusive supplier</i>	On-line
9.	Extra Cleaning - <i>exclusive supplier</i>	On request
10.	Insurance - <i>Mandatory for each exhibitor and co-exhibitor</i>	On-line

After **22 May 2019**, cancellations or changes cannot be accepted; 100% of the costs will be charged and payable.

SVENSKA MÄSSAN
THE SWEDISH EXHIBITION & CONGRESS CENTRE

GOTHIA TOWERS

This is our Exhibitor Service Online!

Our Exhibitor Service Online is a complete service for planning your exhibition and maximizing the benefits of taking part. And for keeping on top of just about everything you need to know before, during and after the event. So log on straight away. It will pay off!

Once you have logged on to our Exhibitor Service Online, you can do many things. You can for instance:

- Present your company via in our multiple marketing channels
- Design your exhibition stand according to your exact wishes and needs
- Place orders for almost any goods and services
- Market your products and your exhibition programme points
- Get practical information on all important matters - before, during and after the event

Log on now and start to plan your exhibition. As your company's named contact person, you will already have received login information by e-mail. Once you have logged on, you can also authorise your colleagues to use our Exhibitor Service Online (see You and your colleagues).

Privacy Policy
As an exhibitor at The Swedish Exhibition and Congress Centre, your agreement with us also includes our privacy policy and how we process your personal data according to the European GDPR Regulation. Read our privacy policy.

Välj ditt språk:

Login

Username:

Password:

LOGIN

[Forgotten your password?](#)

No login?
If you have not received your login details, contact us at uso@svenskamassan.se. We will help you straight away. Just give us your company name, your contact information, and the name of the event you will be taking part in.

SVENSKA MÄSSAN
THE SWEDISH EXHIBITION & CONGRESS CENTRE

GOTHIA TOWERS

You will receive your log-in details via e-mail from the SECC at the beginning of February 2019 or within 2 weeks after receipt of your official exhibit space booking confirmation from Rose International. In case of any issues with your log in credentials please contact Utställarservice Online, Svenska Mässan: uso@svenskamassan.se

Contact Details SQUARE



Name	SQUARE		
Address	295 Impasse Louis Champin, ZI 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 15 May 2019**Surcharge after 15 May 2019 and on-site: 10%**

For ordering stand furniture please go to: www.square-mobilier.com/eshg2019

1. Furniture

On-line



After **15 May 2019**, cancellations or changes cannot be accepted; 100% of the costs will be charged and payable.

After 15 May 2019 orders can only be made on-site (based on availability) with a 10% surcharge at the Square Service Desk. Orders need to be paid directly by credit card (except Amex) or cash.

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 15 May 2019
Surcharge after 15 May 2019: € 100.00 / net

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

	Orders before 15 May 2019	Orders after 15 May 2019	Units	€ Total
iOS booth system	€ 420.00 net	€ 520.00 net		
iOS symposium system incl. staff *	€ 399.00 net	€ 499.00 net		
Special Offer **	€ 1,149.00 net	€ 1,249.00 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).

I acknowledge that scanning and the subsequent processing of personal data must be in line with GDPR and other applicable data protection laws. I acknowledge my role as data controller and are therefore responsible for, and be able to demonstrate compliance with, the principles relating to processing of personal data.

Date _____

Signature + Company Stamp _____

EventLead System

The 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 15 May 2019) 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 visitors contact information is effortlessly saved into your individual database, but the rental period is limited. This scanner 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:

€ 399,00 (max. rental period is 3 hours), when ordered before 15 May 2019.

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 100 guests: 1 device
- Room for up to 200 guests: 2 devices
- Room for up to 300 guests: 2 devices

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

► Continued on next page.

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 (15 May 2019).
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.

GDPR Compliance

Using this service will imply processing of personal data, e.g. when scanning the visitor badges. Note, that any processing of personal data must be in line with GDPR and other applicable data protection laws. By using our service you acknowledge your role as data controller. You are therefore responsible for, and must be able to demonstrate compliance with, the principles relating to processing of personal data (which includes having a legal ground for processing). Please note, that visitors can object being scanned without negative consequence. They must still be granted access to the conference.

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 pro scanner), software and an unlimited number of scans.
- **Scanning**
Scanning is only allowed on the booth or corporate satellite room.
- **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 – SECTION 6

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 35) and/or use the storage services of the official freight forwarding agent (Section 4).

Literature & Give Aways

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

Carpet in Stands

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

Waste during Build-up and Dismantling

- Exhibitors and their stand contractors and suppliers are obliged to dispose of their own refuse that is generated during the construction and dismantling periods. This includes left over promotional materials. Containers will be available on site for waste disposal. Please make sure to observe the different compartments of the containers for full environmental handling, e.g. plastic, wood, metal etc. 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 with credit card, or in cash in EURO and/or SEK depending on the supplier.

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. Also see below Safety & Technical Regulations of the Swedish Exhibition & Conference Center.

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).

The Swedish Exhibition & Conference Center Safety & Technical Regulations (Mandatory)

- All stands (exhibitors, contractors and suppliers) **are obliged** to read the Safety & Technical Regulations of SECC and to take appropriate actions. This document is available at the following url: http://uso.svenskamassan.se/files/monterservicedocuments/safety_and_technical_regulations_ST_2015_02E.pdf It is mandatory for all exhibitors to be insured as per the conditions of the Swedish Exhibition Centre. This can either be done with your own insurance or by ordering the special policy from the Swedish Exhibition Centre.

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).

ADDITIONAL REGULATIONS & INSTRUCTIONS – SECTION 6

Exhibitors building their own stand must comply with the following additional regulations & 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 **29 March 2019**. 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 extinguisher 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 2 kW + 2 sockets + consumption as part of their exhibit space package. See page 35 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 29 March 2019** 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 13 June before 19.00 hrs.**
No construction works whatsoever will be allowed on Friday 14 June, and all construction materials, tools, packaging etc. must be taken out of the exhibition hall before 19.00 hrs on Thursday 13 June.
- 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 14 June 2019.
- The Swedish Exhibition & Conference Center Technical Regulations can be found: http://uso.svenskamassan.se/files/monterservicedocuments/safety_and_technical_regulations_ST_2_01502E.pdf.