

Exhibition Technical Manual

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the **IMC12, 2024 Exhibition**.

The Exhibition will be held in conjunction with the **12th International Mycological Congress**, which will take place in **Maastricht, Netherlands, from 11-15 August 2024**, at **MECC Maastricht**.

[HOW TO GET TO MECC](#)

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

Please read this manual **thoroughly** as it provides **important** information and is designed to assist you in preparing for IMC12, 2024 exhibition.

Please forward this manual to all project stakeholders, including your agency and stand builder.

Exhibitors and Supporters Portal

The Portal enables Exhibitors and Supporters to:

- Submit Company logo and profile
- Order Lead retrieval (Badge scanner Application)
- Submit a list of individual names for badges and order extra exhibitor badges
- Submit booth drawing (applicable for "Space Only" booths)
- Submit lettering for Fascia sign (applicable for "Shell Scheme" booths)
- Submit other deliverables as per sponsorship agreement

Login details to access the Portal have been sent to the company representative who signed the contract.

Link to access the Portal <https://exhibitorportal.kenes.com>

Notes:

- **One user per company – login credentials to the Portal have been sent to the primary contact listed on the contractual agreement.** This person is responsible for passing on the login details to any third party if necessary.
- The contract holder will be charged with **any purchase made** by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only **after** submission of your company **logo** and **profile**.
- Please note that access to the portal allows the user to see information from **previous transactions** made by your company with Kenes Group.
- **Only deliverables indicated in your contract**, should be submitted. Items that are not included in your contract will not be processed.
- Keep the Exhibitor's Portal link together with your login information on hand for future reference.

Kenes Group Contacts:

Meeting Organizer

IMC & Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

Fax: +41 22 906 9140

Venue Address

MECC Maastricht

Address: Forum 100, 6229 GV Maastricht

Web page: <https://www.mecc.nl/en/>

Contact: +31 (0)43 38 38 383 | info@mecc.nl

Exhibition Manager & Industry Coordinator

Oana Giurgiu

E-mail: ogiurgiu@kenes.com

Industry Liaison & Sales

Marta Enes

E-mail: menes@kenes.com

Registration Specialist

Youcef Zaiter

E-mail: yzaiter@kenes.com

Hotel Accommodation

Olina Stoyanova

E-mail: ostoyanova@kenes.com

Official Contractors:

Electricity*/ Rigging* / Booth Cleaning*/ Security*/ In-Booth Catering*/ Graphics & Signage/ Additional Booth Fittings/ Plants & Flower Decorations / Furniture Rental / Waste Removal / Internet / Hostesses & Temporary Staff Hire (hostesses, baristas, waiters, etc.)

via MECC Web Shop

*Exclusive to the MECC

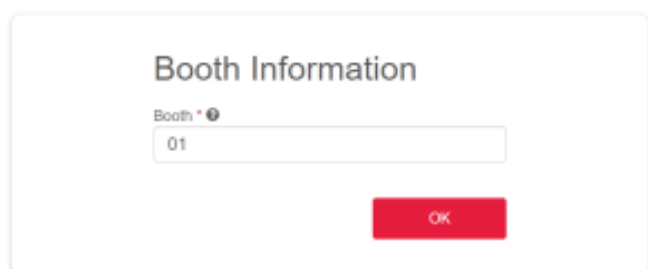
The MECC Web Shop is now open and can be accessed here: [MECC Web Shop](#)

You will need to create an account and input your booth details.

Please follow these steps:

- Click on the link above.

- Insert your booth number (please add a zero in front of the number, if your booth is from 01 to 09).



- **Username:** Your own email address (if you would like to log in using a different email address, please contact the MECC Exhibitor Services Team on es@mecc.nl).
- **Password:** If this is the first time you are using the webshop, click 'new account' and you will receive an email within a few seconds containing your personal 5-digit password.

Surcharges

- Orders until 22 July = no surcharges
- Orders after 22 July = +25% surcharge
- The webshop will close on the 5th of August.

*All items are subject to availability at the time of order.

Questions & support

For questions related to the Web Shop and any subsequent orders for your booth, please contact the MECC team directly at es@mecc.nl

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics

Ms. Patricia Zintel

patricia.zintel@merkur-expo.com

Website: www.hermes-exhibitions.com

For shipping instructions and tariff please [click here](#).

Action Item	Deadline	Contact Person
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Hotel reservation for Staff	As soon as possible	Ms. Olina Stoyanova Email: ostoyanova@kenes.com
Company logo and profile	As soon as possible and no later than Friday, June 28th	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com For enquiries, Please contact Oana Giurgiu at: ogiurgiu@kenes.com
Booth Design for Approval (for 'Space Only' booth)	Friday, June 28th	
Text for Fascia (Shell Scheme stands only)	Friday, July 12th	
Lead Retrieval Wireless Barcode Reader	Friday, July 26th Onsite rate will be applied for order received after the deadline	
Extra Exhibitor Badges	Friday, July 26th	
Wi-Fi / Internet	Monday, July 22nd After this date, extra costs will be charged * The webshop will close on August 5 th	MECC (official builder) Click here for orders MECC Exhibitor Services Tel: +31 (0)43 383 83 08 E-mail: es@mecc.nl
Furniture Rental		
Rigging (space only booths)		
Shell Scheme Extras		
Graphics/Signage		
Plants & Floral Arrangements		
Telecommunications and AV Equip. (Screens, Laptop, Desktop)		
Electricity order		
Daily Booth Cleaning		
Security		
Hostesses & Temporary Staff Hire		
In-booth Catering (exclusive service)		
Delivery		

Door to Door Shipments	Please contact Merkur Expo Logistics	Mrs Patricia Zintel patricia.zintel@merkur-expo.com Tel: + 49 (0) 170 2229525 CLICK HERE FOR SHIPPING INSTRUCTIONS
Airfreight Shipments		
Shipment via Advance Warehouse	No later than August 7th	
Exhibition goods – Direct Deliveries to Congress Venue – only full load trucks	Subject to time slot Please note there should be a person from your side to receive your deliveries.	

Exhibition Timetable – *subject to change*

Exhibition Hours		
Exhibition Set-up	Sunday, Aug 11	08:00 – 15:30 set-up <i>*Safety shoes required</i>
Exhibition Opening Hours	Sunday, Aug 11	16:30 – End of Welcome Reception
	Monday, Aug 12	10:00 – 16:30
	Tuesday, Aug 13	10:00 – 16:30
	Wednesday, Aug 14	09:30 – 16:00
	Thursday, Aug 15	09:30 – 17:00
Dismantling / Breakdown	Thursday, Aug 15	17:30 – 20:30 <i>*Safety shoes required</i>

Important notes for Exhibitors:

- Timetable is subject to possible changes in accordance with the scientific programme. Updates will follow in due time.
- **Our priority is the health and safety** of our visitors, exhibitors and all attendees. Safety measures applied by the local authorities and any extra steps needed will be strictly implemented and communicated in order to keep

everyone safe at our event, but also during the set-up and dismantling of the Exhibition Area.

- Empty crates and packaging material must be removed after set-up and no later than **Sunday, August 11th**, at
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Dismantling of the booth before the official hour is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Thursday, August 15th at 20:30h**, will be considered discarded and abandoned. **Any charges incurred for waste removal will be sent to the exhibitor.**
- Please note that participants will be walking through the Exhibition Area to reach the Posters area. Therefore, Please do not leave any visible valuable articles at your booth. In addition, Please consider hiring extra security for your booth before/after exhibition operating hours if needed.

Welcome Reception at The Exhibition Area

On **Sunday, August 11th**, you are cordially invited to the **Welcome reception** which will be held in the Expo Foyer (Level 1), at 18:45. Exhibitors are asked to Please attend their booths during the Welcome reception, in the exhibition area.

“K-Lead” Application – Barcode Scanner Application

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth. The information obtained by lead retrieval system enables Exhibitors to enhance their database by securing valuable leads for further marketing and communication.

We are pleased to offer you the “K-Lead” Application: exhibitors can download the “K-Lead” app onto *their own* smart

phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' full contact information with a quick scan of their badge.

Why Choose Kenes K-Lead App?

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **"Quick Scan" function:** Ability to quickly scan delegates as they enter the session hall.
- **Universal Compatibility:** Download from the Apple Store or Google Play using "Kenes K-Lead App."

Cost per unit – **EUR 700** (4% credit card charges fees, excluding VAT – if applicable)

The Application should be installed on your company/personal device (tablet/smart phone). Operational information will be sent in due course.

To order "K-Lead" Application, please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>

Deadline: July 26th

Onsite rate of **EUR 850** will be applied for order received after above deadline.

Are you ready to revolutionize the way you collect and manage leads at your next event? Unlock the Power of our new service, K-Lead PLUS:

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every

connection count without lifting a finger!

- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead PLUS handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

With K-Lead PLUS, every scan is a step towards a stronger business relationship.

Elevate your event networking and turn leads into valuable partnerships with ease and efficiency.

Don't just meet leads; master the art of follow-up with K-Lead PLUS. Get started today and experience the difference real engagement makes!

Please note that Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).

Key Notes:

Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.

Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.

Easy Reservation: Secure your Wireless Barcode Reader by returning the completed credit card form.

GDPR Compliance: We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.

[Data Processing Agreement](#)

Exhibitor Badges

All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. **Please note that the Exhibitor badges will be personalized i.e. they will include the name of the badge holder as well as the country and company name. Please submit the list of individual names via the Exhibitors Portal no later than Friday, July 26th**

Exhibitor badges will be given as per your contract. Two exhibitor badges will be given for the first 9 sqm booked and one additional badge for each 9 sqm after.

Any additional exhibitor's badges will be charged an exhibitor registration fee of **€290**.

The Exhibitors badges allow access to the exhibition area, refreshments, and Welcome Reception.

Additional Exhibitor badges can be ordered online via the

Exhibitor Portal*: <https://exhibitorportal.kenes.com>

For any inquiries related to registration, please contact the Registration Specialist, Youcef Zaiter at: **yzaiter@kenes.com**

*Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge.

Deadline: Friday, July 26th

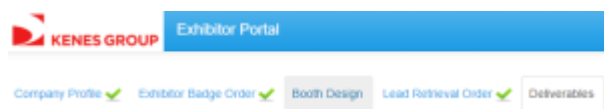
All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name

badges are for the use of company personnel for Booth manning purposes and should not be used by companies to bring visitors to the Exhibition. Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

Registration of Stand Personnel

In order to be granted access in the exhibition area each individual will need to wear a name badge. This includes the regular staff from the exhibitor's company and any hired staff e.g. hostesses, bar and service personnel, etc. For security reasons, stand personnel must wear their name badges at all times. Every person entering the MECC during build up or dismantling needs to be able to show valid identification papers (passport or other valid identity papers). This document needs to contain a recent picture, name and signature. The Dutch Foreign Nationals Employment Act (Wet arbeid vreemdelingen or Wav) forces the MECC Maastricht to check all personal data before allowing anyone entrance to the building. Only after showing a valid passport you will receive the wristband.

For this reason, stand builders/contractors/exhibitors must **register in advance all of the personnel** that are required to be on-site during set-up and dismantling periods. Please submit the following information via the [Exhibitor Portal](#), no later than **Friday, July 26th** (on the 'booth design' tab):



Exhibition Floor Plan

The floor plan has been designed to maximize the Exhibitors' exposure to the delegates.

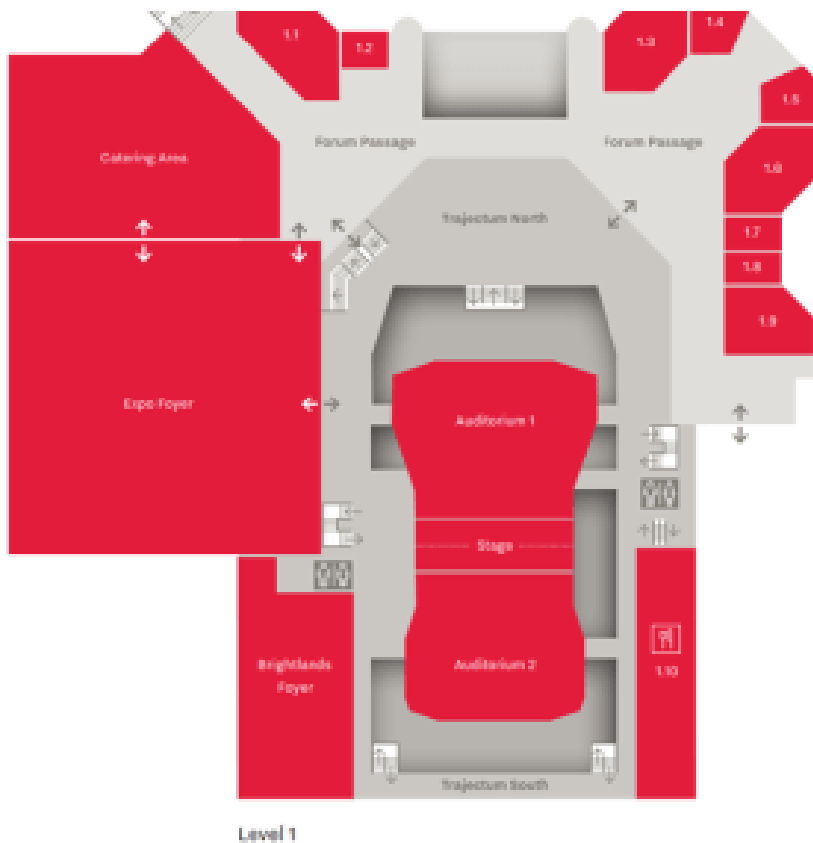
For most updated floor plan and list of Exhibitors, Please [click here](#).

List of Exhibitors

Please see all Exhibitors and Supporters [listed here.](#)

Exhibition Area

The exhibition will be held in the Expo Foyer, located on the Level 1.



Floor

Floor type: carpeted

Maximum floor load: **500 kg / m²**

Raised Floor / Platform

- Please note that if your booth has a platform/raised floor, you are required to provide a **ramp or sloped edging** around the entire booth to ensure access for people with disabilities.
- The platform sides must be closed and finished neatly. The platform edges must be safe, secured (inclined slope) and easily visible to avoid trip hazard.

Build-Up Height

- The maximum building height for space only booth is **3,5 meters**
- Shell scheme booths build up height is **2.5 meters**

Important:

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths. **Any part facing neighboring booths that is above 2.5 m in height (in case of back-to-back wall) needs to be designed with neutral surfaces (white).**

Also, the reverse of the structure must be nicely finished (no wiring, no graphics, no logo).

Ceiling Rigging / Suspensions

Ceiling rigging is **NOT permitted**. To ensure the smooth and efficient installation and dismantling of your Booth, **MECC** has been nominated as the **official stand contractor** for IMC12.

Shell Schemes which have been pre-booked with Kenes include the following:

- Standard shell scheme system
- Company name on Fascia board, printed in standard lettering (max. 20 characters)
- Spotlights (**in order the lights to work, Please order electricity**)



*Image shown is for illustration purposes only

Booth Package does not include:

- Electricity
- Furniture
- Graphics
- Special stand cleaning

Panel Sizes: 100cm x 250cm (WxH) each wall panel

Note: **corner Shell Scheme booths** are provided with **two open sides** and 2 fascia panels with company name

Electricity / Furniture Rental / Graphics & Signage / Additional Booth Fittings / Plants & Flower Decorations / Other supporting services can be ordered directly via [MECC](#) by **Monday, July 22nd**, in order to take advantage of advance pricing specials.

Orders received after Monday, **July 22nd**, will be charged with a 25% price increase.

The webshop will close on the 5th of August.

For queries, please contact **MECC Exhibition team** at es@mecc.nl

Fascia Sign

Maximum of **20 characters** (including spaces) may be written on your fascia.

Please submit lettering for fascia via the [Exhibitor's Portal](#) by **Friday, July 12th**.

If you wish to print your company logo on the board, instead of your company name, or in addition to the name, this [can be ordered](#) at additional cost via **MECC**, the official stand contractor.

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

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by MECC, the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Monday, July 8th**.
- No free-standing stand-fitting or display(s) may exceed a height of 5m or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix light-weight items as long as it does not leave mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official stand

contractor and the Exhibition Manager is not being notified in writing before **Monday, July 8th**, it will be assumed that the exhibitor will have opening on the additional side(s).

- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact the official stand contractors – as per published deadlines (see section “*Deadlines & Key dates*”).

Exhibitors using independent contractors are required to submit the following **for approval by Friday, June 28th**:

- **A scaled drawing** (scaled 1:200 DWG), including elevation views of the proposed booth to be built.
- **Electrical connections** – a list of all appliances.
- Other utility connections such as water and drainage are subject to availability and must be checked with the Exhibition Manager **prior** to submitting the designs.
- **The name and contact details of their construction company.**

Please submit these files through the Kenes Exhibitor's Portal: <https://exhibitorportal.kenes.com>

Important: Please be reminded that Space only booths **do not include any furniture, electrical usage or stand cleaning.** You can order all these services and others, directly to [MECC](#)

Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises. Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.

- Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. **Entire sideways walls will not be approved.**
- **Island booths** should be partly accessible on all “open” sides. We try to keep the exhibition as open and inviting as possible. Requests to be partially exempt from this rule **should be submitted in writing** to the Exhibition Manager.
- Construction finish must be perfect in all the booth’s visible areas, including rear sides and booth ceiling.
- **Raised floor/platform:** Please note that if your booth has a platform, you are required to **provide a ramp** for handicapped access. The platform sides must be closed and finished neatly. **The platform edges must be safe, secured (inclined slope) and easily visible.**
- **All structural back walls of neighboring booths must be properly decorated.** Back Walls (reversed side) over 5m in height must be finished in white (no wiring, no graphics, no logo).
- Any part facing neighboring stands that is above 2.50 m in height needs to be designed with neutral surfaces (white or grey).
- Advertising on the boundary with other booths is prohibited.
- **Multilevel structures are not permitted.**
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- **The maximum building height for the top of all elements in the booths is 3,5 meters**
- Ceiling Rigging is not permitted.
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
- Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of

the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.

- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.

Kindly note:

The organiser will not approve booths that do not comply with the accepted standards until the necessary changes have been made.

- **Work cannot commence until the booth drawings are approved by the organizer.**
- The used space must be returned completely clear of all items and restored to their original state.
- We recommend exhibitors using independent stand contractors to include a site visit in the planning process, or [have a virtual tour](#); to assure a smooth and well planned set up. Please contact MECC to coordinate a visit.

The electricity is exclusive to the venue.

Power supplies will be supplied into your booth via the floor. It is possible from the ceiling for special situations like additional lights hanging or digital banners.

The exhibitor is responsible for calculating the power necessary for the elements to be connected, together with the request for the necessary voltage. Damage caused to the main or to specific points by these connections is the sole

responsibility of the exhibitors.

The exhibitor may order one or more electrical connection points. Connection may only be made to the designated connection point.

[Please click here for orders!](#)

Important: The equipment and lighting of the stands must be disconnected from the power supply by the exhibitor or stand constructor daily after the end of assembly/dismantling and the end of the event or before leaving the stand. **In case of non-observance as to the above mentioned switching off regarding equipment and illumination, MECC reserves its right to turn off the lights, or charge any costs** that may result from additional consumption of electricity to the exhibitor's account.

The venue reserves the right to at any time inspect connected equipment. Should the equipment fail to meet the applicable safety regulations, the venue reserves the right to immediately disconnect such equipment with no right of recourse or compensation for the exhibitor.

No installations may be made to or in an energised facility.

The venue's electrical distribution system is live at the latest from the day prior to the opening of the exhibition until after the closure of the exhibition on its last day, but must always be treated as being live.

If an exhibitor requires electricity at other times, the exhibitor should contact the organizer in advance.

Exhibitors are required to switch off their lighting at the end of the day.

If a 24h supply needed, Please contact the Exhibition Manager at ogiurgiu@kenes.com

In the event of damage or faults to an electrical connection

or installation, the exhibitor shall immediately contact the organiser and/or venue representatives.**Booth Cleaning**

The organizers will arrange for general cleaning of the Exhibition Area prior to the opening and daily prior to opening thereafter (**excluding exhibit booths and displays**).

For ordering daily stand cleaning, Please contact [MECC!](#)

Deadline: **Monday, July 22nd** (orders placed after the deadlines are subjected to surcharges).

Internet & Wi-Fi

Complimentary Wi-Fi will be provided by the congress during official congress days at most areas.

This public Wi-Fi connection is limited for basic web browsing or checking emails.

Should you have any internet-based feature/device/activity at your booth (for example: product demonstrations), we strongly recommend **ordering a dedicated internet connection** for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Wired internet and Wi-Fi connection may be ordered from MECC.
[Please click here for orders!](#)

Deadline: **Monday, July 22nd** (orders placed after the deadlines are subjected to surcharges).

Important:

- **Please be advised private Wi-Fi networks installations in the booth are not allowed.**
- **The venue and the organizer reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.**
- **Note regarding technical support:** we will ensure that the service you purchased is functioning as it should,

however we cannot troubleshoot or repair issues with client-provided equipment.

- The exhibitor is responsible for following legal, ethical, moral and generally accepted internet and e-mail conduct when communicating across the congress's network. The venue reserves the right to disconnect and/or limit a user's right to or use of the network if rules and conditions are not respected.

Security

- Please do not leave any bags, boxes, suitcases or any type of product unattended at any time, whether inside or outside the Exhibition Area.
- Neither the venue nor the organiser can accept responsibility for the security of the booths and their contents. The MECC as well as the organiser are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their booth and equipment.

If you wish to hire security for your booth, please contact MECC at: **es@mecc.nl**

In booth Catering

The catering is **exclusive** to MECC. [Please click here for orders!](#)

Absolutely no food or beverage from outside the venue is allowed into the premises without prior written approval from the venue.

The exhibitor must **consider the space available on the booth**, to store and display the requested deliveries.

This exclusivity also includes all types of catering equipment such as coffee makers, juicers, popcorn machines, etc.

If you want to bring your own coffee machine or barista, kindly contact the Exhibition Manager at: ogiurgiu@kenes.com

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the Exhibition Area. The used space must be returned completely clear of all items and restored to its original state.
- In case that Exhibitors wish to leave any kind of waste material during set-up/dismantling, they should request this service from MECC.
- Any discarded waste, including promotional material, left behind will be removed by the Venue and/or the organizers at the expense of the Exhibitors concerned.

For ordering waste removal, please contact **MECC** directly.

Storage

Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) should be coordinated with Merkur team (payable service).

Under no circumstances may packing materials of any kind be left in the aisles, on the booths, around or behind the booths.

It is absolutely impossible to store any kind of exhibits or empties before, during or after the exhibition at the MECC. The storage of empties can be dealt with **Merkur**.

Please contact *Merkur* with information on sizes and number of parcels, size and storage period.

E-mail: patricia.zintel@merkur-expo.com

Shipments sent directly to the venue prior to the set-up period, will be refused by the venue.

Once the event & dismantling are over, the venue shall not be held responsible for the safekeeping and/or storage of any

items left in the building. If **MECC** takes care of the removal of these items, **it will be charged to the exhibitor.**

Deliveries

The delivery and removal of materials and goods for the exhibition booths is allowed only by the official freight forwarder.

Please be advised that neither the MECC can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Deliveries may not be made prior to **August 7th**. Any deliveries prior to this date, or off the official working hours, **will not be accepted**. Please refer to the Shipping Instructions for the deliveries address.

Congress Center Rosengarten and the congress organizer do not accept any deliveries and do not assume any responsibility for deliveries: all deliveries are left to the owner's risk.

Loading and unloading:

Loading and unloading must be carried out in controlled conditions and is permitted only at the delivery bays intended for this purpose.

- Pallets that are damaged or unfit for purpose may not be used.
- Driving with goods that protrude out of the vehicle is prohibited
- During loading and unloading, a forklift truck must use a flash light
- Goods may not be placed in front of emergency doors.

Exposition Area goods lift:

For deliveries to the Expo Foyer (exhibition area), please see

[here the Map for Expo Foyer](#) and [here the first floor where gate 18](#) is situated

The elevator to the Expo Foyer has the following dimensions:

Height 219 cm

Depth 678 cm

Width 249 cm

Parking

Please [click here](#) to see the Parking options for MECC.

Vehicle may be parked only in parking places or places designated for this purpose by MECC Maastricht.

Accommodation

Kenes International is offering exhibitors specially reduced rates for various hotels around the Congress venue. Information, pictures, location and rates are available on the hotel accommodation

page: <https://hotels.kenes.com/congress/imc24> or email us to: ostoyanova@kenes.com

For group booking, Please contact Ms. Olina Stoyanova at the email above. Different payment and cancellation conditions apply.

Rules and Regulations

Binding for all exhibitors and their subcontractors

For the **Safe Working Practice Manual** at MECC, please [click here](#).

Animals

It is not permitted to bring animals into the **MECC**

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working

area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.

- The Exhibitors and contractors are required to wear the necessary **personal protective equipment**(PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly forbidden.

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers.

Children

No person under the age of 16 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the

structural elements of the building (floor, walls, ceiling, pillars...) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by **MECC** in removing this property will be charged to the exhibitor.

Guidelines for Construction

The exhibitor must take necessary measures to protect themselves and others from the risk of accidents and injury within it's respective booth space.

Fire Regulations

- Both material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage paint liquids, gas or other inflammable substances in the booth space is forbidden.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances, please contact the organizers or the venue.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Fire protection – Booth Construction Materials

- Materials in booth walls and ceilings (decorative ceilings in textiles and other materials) shall be of

type-approved and fireproof materials, i.e. not more flammable than wood.

- Chipboard, wood-fibre board (non-porous), plywood and similar materials are acceptable.
- Textiles and similar materials for covering walls or other decorations shall be impregnated to the level of fireproof. Corrugated board, styrofoam, straw and sawdust are not accepted as or in construction materials and decor.
- Textiles for use in ceilings shall be of woven netting type or so-called sprinkler fabric and shall be impregnated to the level of fireproof as the venue's premises are sprinkler-fitted.

Smoke

It is not permitted the operation of any machine in the Exhibition Area that emanate fumes, gases or steam, or any item or device that generates or contains flame.

Heavy Weight Element / Large Machinery

Elements that weight more that the maximum floor load: 500 kG/sqm will not be accepted inside the venue.

It is impossible to exceed this overload because of the floor location.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of MECC **are not allowed**.

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure

themselves appropriately.

- Neither the organizers nor the venue, their representatives or agents will be held responsible for any loss or damage to partner's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for Exhibitors and their property. The partner is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to materials during transport and during the official opening times. Please make arrangements for insurance coverage through your company's insurer.

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Partner needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates, the organizers shall not be liable for

any expenditures, damages or loss incurred in connection with the Exhibition Area.

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

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighbouring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company.
- Proper dispensation must be obtained and any royalties

due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the Exhibition Area. The organizers and the Venue cannot accept liability for loss of or damage to private property or goods.
- Neither the venue nor the organizers can accept responsibility for the security of the booths and their contents. MECC, as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods.
- Exhibitors are fully responsible for the security of their booths and equipment.
- Please consider hiring extra security for your booth if needed.

Personal Transportation Vehicles

Bikes, skates, electric scooter, and any personal transport by wheels are not permitted inside the building.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition Area.
- Advertising material and signs may not be distributed or displayed outside the Exhibitors' booths/
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the partner to discontinue any activity, noise, or music

that is deemed objectionable.

Smoking Policy

The venue operates a **NO SMOKING** policy anywhere inside the building.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the booths.

No permission will be given for projection in the aisles or on the walls of the hall.

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the Exhibition Area. The used space must be returned completely clear of all items and restored to its original state.
 - No refuse is to be left in the walkways.
- In case that Exhibitors wish to leave any kind of waste material during set-up/dismantling, they should request a quote from the venue.
- Any discarded waste, including promotional material, left behind will be removed by MECC and/or the organizers at the expense of the Exhibitors concerned.

[Please click here to see the Shipping instructions!](#)

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

Delivery & Logistic Services

Merkur has been appointed the official forwarding agent and clearance agent for this Conference and offers the following

services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall. For security, insurance, and efficiency reasons, Merkur is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

Please note that all materials entering the venue incur a handling charge.

To receive a price quote for handling and to assure arrival of your materials, Please be sure to complete the [“Pre-advice” form](#) and send it to patricia.zintel@merkur-expo.com

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

In order to assure receipt of sent materials, Merkur must receive the [“Pre-advice” form](#).

Please contact Patricia Zintel: patricia.zintel@merkur-

expo.com (Tel: +49(0)170 2229525)

You will then receive confirmation of your material arrival.

Merkur Expo Logistics

Ms. Patricia Zintel

patricia.zintel@merkur-expo.com

As we, at **Kenes Group**, seek to inspire sustainable development in our industry, we do our best to organize this event in an environmentally and socially responsible way.

We invite you to actively participate in our sustainability efforts by considering the enclosed [Sustainability tips & tricks](#) that you can implement right away.

Let's work together on enhancing the event experience, meeting the expectations of our audience, and minimizing the wastage of time, resources and expenses! There is an increasing number of fraudulent websites that are attempting to impersonate ESPID. **All official communications about the ESPID Meeting are managed by Kenes Group.** Please exercise caution if contacted by other organizations claiming to represent ESPID. For any questions about sponsorship please contact Nikol Karabelova, Industry Liaison & Sales Associate, at nkarabelova@kenes.com

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