

Exhibition Manual

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the CORA 2025 Exhibition.

The Exhibition will be held in conjunction with the **8th International Congress on Controversies in Rheumatology and Autoimmunity** which will take place on **March 6th – 8th, 2025** in **Venice, Italy**.

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

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

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

For further support please contact us at:

Ivette Sabau

Exhibition Manager

Email: isabau@kenes.com

Exhibitors and Supporters Portal

The Portal enables Exhibitors and Supporters to:

- Submit Company logo and profile
- Order Lead retrieval (Badge scanners)
- 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.

EXHIBITION TIMETABLE

Set-up	Wednesday, 05 March <i>"Space Only" booths</i>	10:00 – 20:00
	Thursday, 06 March <i>All booth types</i>	08:30 – 12:00 <i>By 12:00: All empty boxes, empty crates, and packaging material should be removed</i>
Exhibition Opening Hours	Thursday, 06 March	14:30 – 20:00 – <i>End of Welcome Reception</i>
	Friday, 07 March	09:30 – 17:00
	Saturday, 08 March	09:30 – 16:00
Dismantling / Breakdown	Saturday, 08 March	16:00 – 22:00 <i>*Shell Scheme booths must be empty <u>by</u> 19:00</i>

Important notes for exhibitors:

- Timetable is subject to change.
- Empty crates and packaging material must be removed after set-up and no later than **Thursday, 06 March at 12:00**.
All aisles must be clear of exhibits and packaging materials **by 12:00** to enable cleaning and setting up the welcome reception.
From 8:30 until 12:00 – decoration only and fine tuning within the booth parameters will be allowed.
- **All exhibitors should be at their booth 30 minutes before the official opening hour.**
- **Please note that poster presenters and delegates will be in the exhibition area to reach the Posters area which will be active before and after the exhibition opening hours.**
- 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.

- 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 **Saturday, 08 March** at **20:00** will be considered discarded and abandoned.

Any charges incurred for waste removal will be sent to the exhibitor.

Welcome Reception

You are cordially invited to the Welcome Reception which will be held on the Salone Adriatico and Sala Laguna in the exhibition area on **Thursday, 06 March**. Exhibitors are asked to please man their booth during the Welcome Reception in the exhibition area.

Action Item	Deadline	Contact Person
Company logo and profile	As soon as possible and no later than Monday, February 3	Via Kenes Kenex Exhibitor's Portal https://exhibitorportal.kenes.com/ Exhibition Manager Ivette Sabau E-mail: isabau@kenes.com
Booth design for approval (Applicable for 'Space Only' booths)	Tuesday, January 23	
Lead Retrieval Barcode Readers Order	Wednesday, February 19 <i>Onsite rate will be applied for orders received after this deadline</i>	
Exhibitor Badge Registration and Additional Badge Order	Wednesday, February 19	
Text for Fascia (Applicable for Shell Scheme booths only)	Wednesday, February 5	
Hostesses & Temporary Staff Hire	Tuesday 11 February <i>Please contact directly the Agency</i>	Gaia Borghi Servizi Gaia Borghi M: + 39 338 5665 217 E-mail: servizi.gaiaborghi@gmail.com
Plants & Floral decorations	Monday, 3 February <i>Please contact directly the Agency</i>	Munaretto Flowers M: +39 041 731 527 E-mail: info@munarettoflowers.com

Daily Booth Cleaning	Tuesday, February, 4	Exhibition Manager Ivette Sabau E-mail: isabau@kenes.com
Waste removal services		
Security		Vela S.p.A Enrico Jesu M: + +39 335 8319020 E-mail: e.jesu@velaspa.com
Graphics/Signage	Monday, February, 17	FLEXUS Cosimo Andreoni M: +39 0558876696 / +39 3512025980 E-mail: cosimo@flexus.space Order Form: tbc
Electricity order	Monday, February, 10	
Wifi		
Furniture Rental		
Shell Scheme Extras		
Telecommunications and AV Equip.v (Screens, Laptop, Desktop)		
In-booth Catering	Monday, 3 February <i>Please contact directly the Agency</i>	Villa Mabapa Antonella Regazzo M: +39 041 526 05 90 / +39 041 526 94 41 E-mail: catering@villamabapa.com
Delivery Information		
Door to Door Shipments	<i>Please contact Merkur directly</i>	Merkour Expo Logistics GmbH Markus Meyer M: + 49 (0) 173 7925787 E-mail: Markus.Meyer@merkur-expo.com
Airfreight Shipments		
Shipment via Warehouse	No later than Wednesday 19, February	
Exhibition goods – Direct Deliveries to Conference Venue	Subject to time slot <i>Please note there should be a person from your side onsite to receive your deliveries.</i>	

“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.

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor's comments for each lead.

- Application is available for download from Apple store or Google play: "K-Lead App".
- Cost per unit – **EUR 700**(excluding 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: Wednesday, February 19

Onsite rate of EUR 750 will be applied for order received after above deadline.

Please note:

- **Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).**
- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#). Kenes will not share delegate's personal data with third parties without their consent.
Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.
- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.

- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

Exhibitor Badges

- Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract, and determined by your booth size. Two exhibitor badges will be given for the first 9 sqm booked, and one additional badge for each 9 sqm thereafter.
- The exhibitor badges allow access to the exhibition area scientific sessions, and refreshments served as indicated in the programme timetable and attendance at the Welcome Reception.
- Exhibitor badges will be personalized i.e. they will include the name of the badge holder as well as the country and company name.
- **Exhibitor badges will be available for collection at the on-site registration desk during registration hours. Please note that badges will not be mailed in advance.**
- Additional **exhibitor badges** may be purchased online through the Exhibitor's Portal, at the rate of **EUR 180.00** per badge via e-mail at: reg_cora25@kenes.com
Companies may purchase a maximum number of exhibitor badges as follows:
Booths of up to 60sqm – 15 exhibitor badges
Booths larger than 60sqm – 25 exhibitor badges

Notes:

– Deadline for ordering additional exhibitor badges via the exhibitor portal: **Wenesday, February 19.**

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

– Please make sure that your company profile has been submitted via the Exhibitor's Portal *before* placing an

order.

- All company representatives are required to wear exhibitor badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the Exhibition.

For any enquiries related to registration, please contact the Registration Manager, Ms. Niya Dimchevska by e-mail at: ndimchevska@kenes.com

Access to the Exhibition Hall during Set-up and Dismantling Times

Stand builders and staff must wear service passes during the entire set-up and dismantling period. Service Passes are free of charge and may be collected from the Exhibition Manager Desk on-site.

Exhibition Floor Plan & List of Exhibitors

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

To access the exhibition floor plan and see the location of each booth, please [click here](#)

For full list of exhibitors and supporters – [click here](#)**Exhibition Area**

The exhibition will be held in **Sala Laguna and Salone Adriatico** which are located on the third floor

Kindly note that the hall name as will be displayed in all publications as well as onsite signage will be **"Exhibition "**.



Salone Adriatico right and Sala Laguna left

Floor

Maximum floor load: 200kg/sqm

Floor finish SALONE ADRIATICO: Terrazo Veneziano

Floor finish SALA LAGUNA : Marble

♦♦Important♦♦:

- Exhibitors are required to have floor cover or carpeted floor within their booth space (note that shell scheme booths already comes with carpet).
- For space only booth, please use a double-sided tape (not difficult to remove) in order to avoid any marks on the floor.
- All floor coverings must be secured and maintained so that they do not cause any hazard.
- Fixing the floor covering to the hall floor may only be possible if the exhibitor/builder's use approved tape.
- Exhibitors and stand builders are responsible for ensuring that the exhibition floor is left in the same condition it was found in. Any damage or soiling that cannot be removed during routine cleaning will be charged to the exhibitor or stand builder.

Raised Floor / Platform

Raised floor/platform: please note that if your booth has a

raised floor/platform, you are required to provide a **RAMP** or **sloped/ramped edging** for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible. (please see Section "Space Only")

Note: if your booth has a sloped edging around its entire perimeter, a separate ramp is not required.

Prior to booth floor installation, exhibitors or stand builders must verify that the utilities provided by the Official Contractor (electricity, water, cables, Internet, etc.) are located in the appropriate positions. Access to service points, water tramp, and electricity tramp is mandatory when a floor is installed; please ensure these points remain accessible. Once the floor is installed, we will NOT accept any additional service requests that require placement beneath the raised floor.

Build-Up Height

Sala Laguna The maximum building height for the top of all elements is **3.50** meters (No rigging Permitted)

Salone Adriatico The maximum building height for the top of all elements is **3.5** meters (No rigging Permitted)

– Shell scheme booths default build-up height is 2.5 meters (Built by the official builder)

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.

For space only booths : Any part facing adjacent booths that is above 2.5m in height (back-to-back wall) needs to be designed with neutral tones (preferably white).

The backwalls (reverse side) of any booth that is adjacent to another booth – over 2.5m in height – must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a

clean and professional appearance.

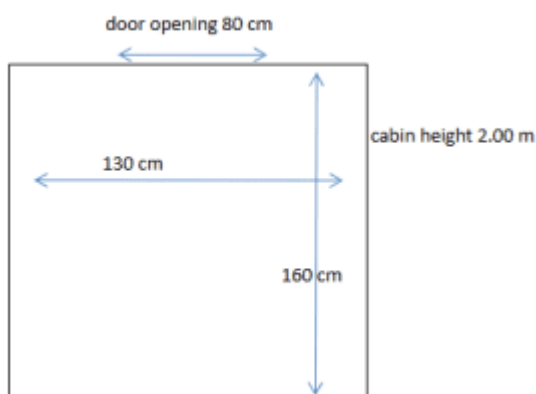
Loading Bay

For information regarding loading bay, please refer to the Shipping Instructions at the end of this manual. Only **Merkur** can operate machinery inside (forklifts, etc.) to unload/load trucks. Security at the entrance will allow access to the loading bay considering its capacity.

Entry to the loading area is subject to confirmed time slot & pre alert. The elevator will be operated by MERKUR only.

Every van / truck / car needs a time slot for unloading. After they are finish with unloading the vehicle need to leave the loading bay, there is no parking space on the venue.

Please take into account the missures of the forklift:



Parking

Night parking in the Conference Terminal area must be authorised in advance by Venice Convention. Please submit your request at least 5 days in advance.

Trucks and vehicles higher than 2m may only park in designated areas, subject to approval by Venice Convention. These vehicles must be placed in the most space-saving manner.

The contact details of the driver (Name and Phone number) must

be displayed clearly on the vehicle's dashboard.

Vehicles and cars lower than 2m are required to use the parking facilities assigned by Venice Convention.

If transporting materials requires access to public areas of the venue (e.g., the foyer or staircase), prior approval must be obtained from Venice Convention.

Transpallets may be used within the premises but are restricted to the warehouse area only.

Any violations of the parking rules may result in fines or removal of vehicles.

Shell Scheme Booths

To ensure a smooth and efficient installation and dismantling process of your booth, **Flexus Space** has been appointed as the **official stand contractor** for the CORA 2025 conference.

Pre-booked shell schemes through Kenes include the following:

- Shell scheme structure, 2.5m-high
- Company name on **Fascia board** printed in standard black & white lettering
- **Lighting** – 1 spot per 3 m²
- **Grey Carpet**

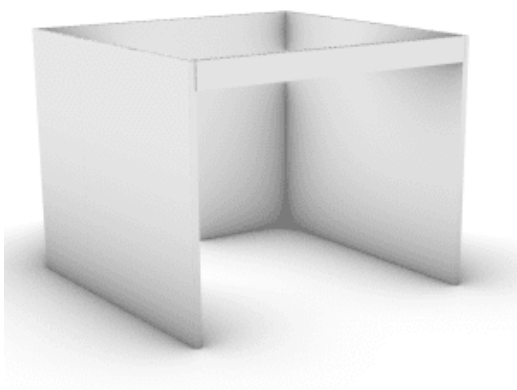


Image shown is for illustration purposes only

Actual panel size: 1 m wide x 2.5 m high

Branding Pannel size: 1m wide x 2.5 m high with 1 cm bleed

Please click here to see the branding instructions: [Branding-Instuitions](#)

Note: Corner shell scheme booths are provided with **two open sides** and 2 fascia panels with company name.

Shell scheme booth comes with a blue carpet as part of the shell scheme package. If an exhibitor (shell scheme booth only) prefers a different carpet color, an additional charge will apply for the rental and installation of the preferred color.

Shell Scheme booths do NOT include:

- Furniture
- Booth cleaning
- Electricity

Electricity, WIFI, furniture, wall graphics printing, and other products and supporting services, can be ordered directly through FLEXUS , the official stand contractor, please refer to published deadlines.

For inquiries, please contact **Flexus Space team** by e-mail: Cosimo Andreoni, cosimo@flexus.space

Fascia Sign

Maximum of **20 characters** (including spaces) may be written on your fascia (applicable for a 9 sqm booths).

Please submit lettering for fascia via the [Exhibitor's Portal](#).

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

The standard fascia lettering is black and white. If you would like to print your company logo on the fascia board, in place

of or in addition to your company name, or have custom graphics printed on the fascia board, this can be ordered at an additional cost through Flexus Space , the official stand contractor via the LINK WEBSHOP

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by Flexus – 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.
- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** 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 lightweight 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).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with dark blue carpet. If the exhibitor wishes to have a carpet in a different color,

an additional fee will be required. Please contact the official stand contractor for more information.

- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Electrical switchboards have to be reachable and the Exhibitor has to switch off the booth lights at the end of the day.
- Exhibitors requiring additional equipment may visit the order form and catalogs or contact the official stand contractor – as per published deadlines (see the “*Deadlines & Key dates*” and “Booth Services” sections for more information).

Space Only Booths

Exhibitors using independent contractors are required to submit the following for approval by **Wednesday, January 22:**

- 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 (stand builder).

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

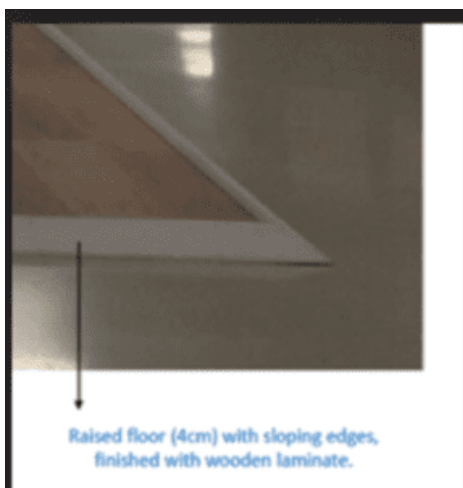
Design Guidelines:

- 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. You are only allowed to build walls that cover up to 30% of each side. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle must be approved by Kenes, max 30% of side to side may be covered.
- 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 raised floor/platform, you are required to provide a **RAMP** or **sloped/ramped edging** for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible.

For your reference, see below an image showing sloped edging:



Note: if your booth has a sloped edging around its entire perimeter, a separate ramp is not required.

Prior to booth floor installation, exhibitors or stand builders must verify that the utilities provided by the Official Contractor (electricity, water, cables, Internet, etc.) are located in the appropriate positions. Access to

service points, water tramp, and electricity tramp is mandatory when a floor is installed; please ensure these points remain accessible. Once the floor is installed, we will NOT accept any additional service requests that require placement beneath the raised floor.

Additionally, inform us of the scheduled platform setup (date and time). Without this crucial information, Official Contractor will be unable to provide the requested services, and the prepayment will not be refunded.

- Any part facing adjacent booths that is above 2.5m in height (back-to-back wall) needs to be designed with neutral tones (preferably white). The backwalls (reverse side) of any booth that is adjacent to another booth – over 2.5m in height – must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.
- 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.
- For the safety of all attendees and exhibitors, all temporary structures, exhibition stands, installations, special exhibits, and advertising displays must be designed and constructed to ensure their stability and prevent any risk to public safety or harm to life or health.
- 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 in Salone Adriatico and in Sala Laguna.**
- **Ceiling Rigging** is not permitted.
- For further information regarding rigging, please refer to the previous section.

- 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 organiser.**
- **The used space must be returned to the venue 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 to assure a smooth and well planned set up.

Electricity and Electrical Installations for all booths

Electricity services at the Palazzo del Casinò are managed exclusively by Venice Convention Center. Exhibitors must request their electrical connection and pay for their

consumption according to their power needs, directly from FLEXUS.

Electrical Installations

- Electrical installations will only be connected to the power supply after being inspected and approved by Venice Convention staff.
- Exhibitors are responsible for providing accurate information regarding their power requirements, to FLEXUS. Any damage caused to the mains or the connections due to incorrect or unauthorized usage will be the exhibitor's sole responsibility

Power supplies and other utilities are supplied into the Booths via the floor. Per the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved by the official contractor.

Only the official Contractor is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor must order an electrical switchboard from the official builder (FLEXUS) and to pay for the electrical consumption per his power needs.

Important Notes

- It is prohibited to manipulate, adjust, or damage electrical switchboards provided by the venue. Any costs associated with damages to these units will be charged to the respective exhibitor.
- Exhibitors are reminded that in Europe, standard power plug sockets are European-style. The venue does not supply power conversion equipment, so exhibitors must bring their own converters if needed.
- The Venice Convention staff reserves the right to disconnect any electrical installation deemed unsafe or non-compliant.

Electricity/Wifi/ Stand Construction/ Additional Stand Fittings /Furniture Rental /Graphic & Signage /Audio- Visual

Internet &Wi-fi

Please note that **FLEXUS** is the official Booth Contractor.

- For ordering Wired Connection please contact FLEXUS at: cosimo@flexus.space
- Please be advised that all WLAN networks will be created exclusively by Kenes/Venue.
- The Organizers/Venue retains the right to shut down any WLAN networks created individually.
- CORA will provide free Wi-Fi access to all visitors, suitable for basic web browsing. Should you require an internet connection for any product demonstrations on your exhibition booth, we would recommend ordering a wireless or wired connection, at an extra cost, to guarantee a high-quality service inclusive of technical support.
- Please be advised the creating private WI-FI network in the booth is not allowed.
- The Venue and the Organizers reserve the rights to discontinue any activity which interfere with the hall WI-FI coverage.
- For ordering wireless connection, please contact: cosimo@flexus.space

You may contact **FLEXUS** to upgrade\modify your shell scheme booth which was pre-booked from Kenes.

FLEXUS can provide exhibitors with designs and custom build booth. For more information, please directly contact:

Cosimo Andreoni

M: +39 0558876696 / +39 3512025980

E-mail: cosimo@flexus.space

Catering Services

Please note that you may bring your own **F&B samples** and branded bottles of water to serve at your stand. Bringing your own Barista is also permitted.

Additional catering services are exclusive to Mabapa and should be ordered in advance, **before 3, february.**

Exhibitors who wish to order food and beverages for their exhibition booth, are welcome to contact the Caterer directly.

Villa Mabapa

Antonella Regazzo

M: +39 041 526 05 90 / +39 041 526 94 41

E-mail: catering@villamabapa.com

Freight Handling & Customs Clearance Agent

Merkour Expo Logistics GmbH

Markus Meyer

M: + 49 (0) 173 7925787

E-mail: Markus.Meyer@merkur-expo.com

Hostesses and Temporary Staff

Gaia Borghi Servizi

Gaia Borghi

M: + 39 338 5665 217

E-mail: servizi.gaiaborghi@gmail.com

Cleaning and Security

Vela S.p.A

Enrico Jesu

M: + +39 335 8319020

E-mail: e.jesu@velaspa.com

Merkur Expo Logistics GmbH has been appointed by Kenes as the sole official freight forwarder, customs broker, and handling agent for **CORA Venice 2025**

For safety and time reasons, no other contractor is permitted to bring the lifting platform into the venue and operate it.

The services offered by **Merkur Expo Logistics GmbH** include:

- Transport, national and international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time and slot management
- Unloading, delivery to exhibition-stands, forklifting
- Storage of empty boxes and crates during the event
- On-site assistance and supervision

The **Shipping Instructions** include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

For shipping instructions [CLICK HERE](#)

Deliveries

The delivery and removal of materials and goods for exhibition booths is allowed exclusively by the official freight forwarder, Merkur Expo Logistics GmbH.

- Only full truckloads of stand construction materials can be delivered directly to the venue, subject to a confirmed time slot and within the official set-up times.
- Due to limited space and a tight schedule, all unloading operations will be carried out exclusively by Merkur Expo Logistics GmbH using a 3-ton forklift.
- You can arrange transport independently or contact Merkur for a door-to-door trucking service quote.
- Please ensure you register for a time slot for your truck within the specified deadlines.

- Handling costs will apply as per the official tariff.

Important: Neither the organizer nor the venue can accept deliveries on behalf of exhibitors. It is mandatory for a booth/company representative to be present when deliveries are made.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

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

Shipping instructions and tariff coming soon

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics

Markus Meyer

E-Mail: Markus.Meyer@merkur-expo.com

M: + 49 (0) 173 7925787

IMPORTANT: Venue Rules & Regulations

Please note that these regulations are in addition to the exhibition Rules and Regulations listed below.

Exhibitors must comply with **Palazzo del Casinò** rules and regulations including operation, fire safety, construction and other security regulations.

These rules and regulations are contractually binding and must be adhered to by all Organizers, exhibitors, and their contractors, including exhibition service providers and stand construction companies engaged to execute work on-site.

Animals

It is not permitted to bring animals into the venue.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol and drugs.
- The Exhibitors and contractors are required to wear the necessary personal **protective equipment** such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.
- The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

Children

No person under the age of 18 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

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

Disposal of Material

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

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

Fire Regulations

- Stand material and fittings must be non-flammable or impregnated treated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and reeds are prohibited.
- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Health & Safety

- It is the responsibility of the stand 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 stand holders appoint a supervisor for the stand, 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 stand and submitted to the organisers.

Hanging of Posters, Banners etc.

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

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 organisers nor the venue, 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 against pilferage.
- The organisers do not provide insurance for exhibitors and their property. The exhibitor 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 organisers 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 organisers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition 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 organisers against all claims and expenses arising from any damages.

- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organisers find it necessary to change the dates of the Exhibition, the organisers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organisers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

Security

- Safety and Security of Material. Please do not leave any bags, boxes or suitcases unattended at any time, whether inside or outside the exhibition area. The organisers and venue cannot accept liability for loss of or damage to private property or goods.
- The organisers will provide security guard service in the exhibition hall during off-show hours. Neither The **venue** nor the organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.

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.

- Live music is not allowed.
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organisers 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 organisers 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 organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booth.
- Advertising activities must not cause obstructions or disturbances in the aisles or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Filming

- Exhibitors may film within their own booth, capturing their own staff and materials. However, all equipment and camera crew must remain within the designated booth boundaries.
- Filming of other exhibitors, their materials, Congress

features, or any sessions is strictly prohibited without prior written permission from the organizer or the respective exhibitor.

Photography

- Photography within booths is not permitted during exhibition setup/breakdown unless the photographer is officially hired by the exhibitor and ensures no neighboring booths are included in the pictures.
- During exhibition opening hours, photography of all aspects of the event is generally allowed, except where the photographer or equipment would obstruct or endanger delegates or staff.

Smoking Policy

The venue operates a NO SMOKING policy in ALL halls.

Special Effects

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

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

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area.
- Any discarded waste, including promotional material, left behind will be removed by the organisers at the expense of the exhibitor concerned.

We are committed to sustainability and we encourage all of our exhibitors to do the same. [CLICK HERE](#) for some practical tips and tricks that you can implement right away.

Official Contractors:

Electricity / Wifi/ Furniture / Graphics & Signage / Plants & Floral Arrangements

FLEXUS

Cosimo Andreoni

M: +39 0558876696 / +39 3512025980

E-mail: cosimo@flexus.space

Online Shop:

Furniture Catalogue:

Furniture Order form :

Merkour Expo Logistics GmbH

Markus Meyer

M: + 49 (0) 173 7925787

E-mail: Markus.Meyer@merkur-expo.com

Merkur is the exclusive handler inside the venue.

Hostesses & Temporary Staff Hire

Gaia Borghi Servizi

Gaia Borghi

M: + 39 338 5665 217

E-mail: servizi.gaiaborghi@gmail.com

Catering

Villa Mabapa

Antonella Regazzo

M: +39 041 526 05 90 / +39 041 526 94 41

E-mail: catering@villamabapa.com

Plants & Flowers

Munaretto Flowers

M: +39 041 731 527

E-mail: info@munarettoflowers.com

Please contact directly the Agency

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Petya Stoeva, Industry Liaison & Sales Associate, at pstoeva@kenes.com

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