Dear Exhibitor,

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

The Exhibition will be held as part of the 10th Congress of the European Pain Federation EFIC, Copenhagen, Denmark, 6-9 September 2017.

The floor plan has been designed to maximize the exhibitor’s exposure to the delegates with posters and cash bar located in the exhibition area.

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

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

For your convenience, the manual has been divided into sections:

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Section 2: Exhibition Floor Plan, List of Exhibitors
Section 3: Exhibition Services
Section 4: Technical Information
Section 5: Official Contractors
Section 6: Delivery Regulations and Instructions
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Section 8: Bella Center - General Regulations

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

We look forward to welcoming you in Copenhagen and wish you a successful Forum and Exhibition.

Best Regards,

Elianne Baran Ganot
Global Manager, Exhibitions

Tel: +41 22 9080488 Ext 921
Fax: +41 22 9069140
Email: eganach@kenes.com
Site: www.kenes.com
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Section 1: General Information

Congress Organizer
Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140
E-mail: reg_efic17@kenes.com

Congress Dates
Wednesday, 6 September until Saturday, 9 September 2017.

Exhibition Manager
Ms. Elianne Baran Ganot
Mobile: +972 54 678 79 21
Tel: +41 22 9080488 Ext 921
Fax: +41 22 9069140
E-mail: eganach@kenes.com

Registration
EFIC 2017 Registration Department
Tel: +41 22 908 0488
Fax: +41 22 906 9140
E-mail: reg_efic17@kenes.com

Hotel Accommodation
Ms. Irina Sapir
Tel: +41 22 9080488 Ext 998
E-mail: isapir@kenes.com

Sponsorship and Exhibition Sales Contact
Carolina Barbosa Groenendal
Tel: +31 20 763 0101
Email: cgroenendal@kenes.com

Venue Address
Bella Center Copenhagen
Center Boulevard 5
DK-2300 Copenhagen S
www.bellacenter.dk

Website
For updated information regarding the Congress, please visit the website: http://www.efic2017.kenes.com/
## Exhibition Related Table

<table>
<thead>
<tr>
<th>Submission of Exhibition Forms</th>
<th>Deadlines</th>
<th>Tick Box Upon Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Reservation for Staff</td>
<td>As soon as possible</td>
<td></td>
</tr>
<tr>
<td>Designed Stand Approval</td>
<td>Monday, July 24, 2017</td>
<td></td>
</tr>
<tr>
<td>Text for Fascia (Shell Scheme booths only)</td>
<td>Monday, July 24, 2017</td>
<td></td>
</tr>
</tbody>
</table>
| Furniture Rental              | August 10, 2017  
10% increase  
August 25, 2017  
Deadline  
Once the boutique is closed any possible orders will have a 50% surcharge and pending product availability. |   |
| Stand Cleaning, Flowers and Plants, Telecommunications, Electricity & Electrical Application | Friday, July 14, 2017  
Surcharge of 25% after deadline and 50% on onsite orders |   |
| Badge Order                   | Monday, July 24, 2017 |   |
| Lead Retrieval Wireless Barcode Reader | Monday, July 24, 2017 |   |
| Payment of Invoice Balance    | Must be received in full before Exhibition opens |   |

**Please note these important dates:**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to door shipments</td>
<td>Please contact Hermes – Merkur</td>
</tr>
<tr>
<td>Airfreight shipments</td>
<td>August 27, 2017.</td>
</tr>
<tr>
<td>Shipment via Germany warehouse</td>
<td>August 30, 2017.</td>
</tr>
</tbody>
</table>
| Exhibition goods - Direct deliveries to Congress venue | **Monday, September 4, 2017 / 10:00-20:00**  
**Set-up-only for stands 50 sq. meters or larger**  
**Tuesday, September 5, 2017 / 08:00-20:00**  
**Set-up- for all Stands**  
**Wednesday, September 6, 2017 / 08:00-10:00**  
**Decoration only** |
Exhibition Time Table At-A-Glance (subject to change)

<table>
<thead>
<tr>
<th>Set-up-only for stands 50 sq. meters or larger</th>
<th>Monday, September 4, 2017</th>
<th>10:00-20:00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set-up- for all Stands</td>
<td>Tuesday, September 5, 2017</td>
<td>08:00-20:00</td>
</tr>
<tr>
<td>Set-up- for all Stands Decoration Only</td>
<td>Wednesday, September 6, 2017</td>
<td>08:00-10:00</td>
</tr>
<tr>
<td>Decoration Only</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Opening Hours**

<table>
<thead>
<tr>
<th></th>
<th>Wednesday, September 6, 2017</th>
<th>11:30- End of Welcome Reception</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Thursday, September 7, 2017</td>
<td>09:30-17:00</td>
</tr>
<tr>
<td></td>
<td>Friday, September 8, 2017</td>
<td>09:30-17:00</td>
</tr>
<tr>
<td></td>
<td>Saturday, September 9, 2017</td>
<td>09:30-12:30</td>
</tr>
</tbody>
</table>

Dismantling / Breakdown

| Saturday, September 9, 2017 | 12:30-23:00 |

*The hours are subject to changes

*Timetable is subject to change

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

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

PLEASE NOTE:
Empty crates and packaging material must be removed after set-up and no later than Wednesday, September 5, 2017 at 18:00 to enable cleaning of stands and aisles.
All equipment, display aid or other material left behind on Saturday, September 9, 2017 after 23:00 will be considered discarded and abandoned.

Off Exhibition Information
Participants will be walking through the Exhibition area to reach the Posters area and other Congress activities which will be active before and after the Exhibition Opening Hours.
Therefore, you may either man your booth during those times or consider hiring extra security for your valuables.
Please note:
It is the exhibitor’s responsibility to dispose all materials after dismantling.
Any charges incurred for waste removal will be sent to the exhibitor.

Welcome Reception
You are cordially invited to the Opening Ceremony followed by a Welcome Reception on Wednesday, 6 September, 2017 at 18:15
Section 2: Exhibition Floor Plan, List of Exhibitors

Exhibition Floor Plan (As of June 2017)
The floor plan may be found online at:
### List of Exhibitors (as of June 2017)

<table>
<thead>
<tr>
<th>Name</th>
<th>Booth No</th>
<th>Booth Type</th>
<th>Booth Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston Scientific</td>
<td>23</td>
<td>Space</td>
<td>21</td>
</tr>
<tr>
<td>Diros Technology</td>
<td>26</td>
<td>Shell</td>
<td>9</td>
</tr>
<tr>
<td>Equip Medikey</td>
<td>36</td>
<td>Shell</td>
<td>15</td>
</tr>
<tr>
<td>EUROPEAN PAIN FEDERATION</td>
<td>06</td>
<td>Space</td>
<td>42</td>
</tr>
<tr>
<td>Grunenthal</td>
<td>18,19,20</td>
<td>Space</td>
<td>186</td>
</tr>
<tr>
<td>Halyard</td>
<td>25</td>
<td>Shell</td>
<td>9</td>
</tr>
<tr>
<td>IBSA Institut Biochimique</td>
<td>17</td>
<td>Space</td>
<td>24</td>
</tr>
<tr>
<td>International Association for the Study of Pain</td>
<td>29</td>
<td>Shell</td>
<td>6</td>
</tr>
<tr>
<td>John Wiley &amp; Sons</td>
<td>30</td>
<td>Shell</td>
<td>9</td>
</tr>
<tr>
<td>Kyowa Hakko Kirin</td>
<td>38</td>
<td>Space</td>
<td>15</td>
</tr>
<tr>
<td>Medtronic</td>
<td>15</td>
<td>Space</td>
<td>12</td>
</tr>
<tr>
<td>Menarini Group</td>
<td>21</td>
<td>Space</td>
<td>64</td>
</tr>
<tr>
<td>Mundipharma</td>
<td>01</td>
<td>Space</td>
<td>120</td>
</tr>
<tr>
<td>NanoVibronix</td>
<td>31</td>
<td>Shell</td>
<td>6</td>
</tr>
<tr>
<td>Nevro</td>
<td>27</td>
<td>Shell</td>
<td>6</td>
</tr>
<tr>
<td>Shionogi</td>
<td>14</td>
<td>Space</td>
<td>12</td>
</tr>
<tr>
<td>Wisepress Medical Bookshop</td>
<td>TBA</td>
<td>Space</td>
<td>6</td>
</tr>
</tbody>
</table>
Section 3: Exhibition Services

Exhibitor Badges
All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Two exhibitor badges will be given for the first 9 sqm booked and 1 additional badge for each 9 m² thereafter. Any additional exhibitors badges for pre-advanced orders will be charged an exhibitor registration fee of EUR 95.

The Exhibitors’ badge give free access to the exhibition area, the Welcome Networking Reception on Wednesday, September 6, 2017.

In order to reserve additional badges, please find at the end of this manual an exhibitor registration form.

Deadline: Monday, July 24, 2017

Individual participant names will not appear on badges in order that they may be used interchangeably between staff members. All personnel are required to wear badges to access the venue. Company representatives not wearing their badges will not be allowed to access the Exhibition.

Company name badges are for the use of company personnel for stand manning purposes and should not be used by companies to bring visitors to the Exhibition.

Exhibitor badges will not be mailed in advance and may be collected from the onsite Registration Desk.

REDUCED REGISTRATION FOR EXHIBITORS
Exhibitors will be entitled to “upgrade” their Exhibitor Badge to a Full Registration badge at a reduced fee of €190 including VAT (applicable only for the free exhibitors’ badges each company is entitled to with their booth).

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

On Site Exhibition Management Desk
The Exhibition Management Desk will be open throughout the Exhibition set-up, opening and dismantling period. The desk will be located within the Exhibition area.

Prior to this time, if you have any queries regarding your participation at EFIC 2017 please feel free to contact:
Ms. Elianne Baran Ganot
Exhibition Manager
Tel:  +41 22 9080488 Ext 921
Fax:  +41 22 9069140
Email:  eganach@kenes.com
Site:  www.kenes.com
Lead Retrieval Wireless Barcode Reader
Lead Retrieval Wireless Barcode Readers are a helpful tool for receiving contact information about participants who visit your booth or attend your symposium.

Barcode readers may be rented in advance at the rate of EUR 400 per system for the duration of the Congress.

The Smart Scanner
- On-line comments per scanned badge
- On-line expanded participant info
- Hand held
- Cost per unit - EUR 400

The Mini Scanner
- No editing capabilities
- Basic participant info
- Pocket size
- Cost per unit - EUR 300

Please Note:
Barcodes on participants' badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.

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

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

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

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

Deadline: Monday, July 24, 2017
Section 4: Technical Information

Stands Design (Space Only)
Exhibitors who build their own stands are required to submit a scale drawing of their booth, including elevation view and dimensions.

Each exhibiting company should submit the name and details of their construction company.

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

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

Deadline: Monday, July 24, 2017

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

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

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

- Shell Scheme Frame including 2.5H system walls
- Fascia Panel (incl. Lettering)
- Carpet (Dark Grey)
- 1 power socket 2.3kW
- 1 spot per 3 m².

* Actual panel size: 97.5 cm wide x 250 cm high
  Visible panel size: 93 cm wide x 222 cm high

Please note:
- Corner stands are provided with two open sides
- Cleaning is not included (Vacuum cleaning of stand floor is included)

**Fascia Sign**
*7 characters, including spaces, may be written on your fascia for every one meter of fascia length. Please submit your fascia order form by **24 July 2017**.
You can submit your design on the Kenes Exhibitors’ Portal: https://exhibitorportal.kenes.com
*If text for your fascia is not received by this date, we will provide you with a fascia title as per your application form.*

If you require additional furniture or services for your stand, please refer to the order forms at the end of this manual.
Accommodation
Special hotel rates are available to the congress participants.
Please book online: https://hotel.kenes.com/en/congress/EFIC17
Or email us to: booking@kenes.com

Build-Up Height
The maximum building height for the top of all elements in the booths is total of 5 meters
Please see the building height indicated on the floor plan.

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

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

Ceiling and Ceiling Hangings
Power supplies, network and telephone cables as well as plumbing and compressed air will be run into your stand via the hall ceiling.
Ceiling hanging is permitted.
Please submit your request before deadline of July 14, 2017 – surcharge of 25% after deadline and 50% on onsite orders

Stand builders cannot hang any item directly to the venue ceiling hanging points. The Bella Center has to build pre-rigging in order to provide a hanging point.
Please be sure to read thoroughly all of the “Rigging section” found on the online web shop: exhibit.bchg.dk

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

Only the venue is authorised to provide the electrical switchboard for the power points. Thus, every exhibitor has to order an electrical switchboard from the venue and to pay for the electrical consumption according to his power needs. Prices for power includes mounting, consumption and dismantling.

To order electricity, please refer to the web shop at: exhibit.bchg.dk
**Exhibition Area**
The Exhibition is being held in halls: The Center Hall (Hall E) and Hall C in Bella Center Copenhagen.

**Floor**
Hall floor is concrete, Unpainted.
The floor can carry the following loads:
- Axle loads (twin wheels) 5,500 kg per m²
- Single-point loads per 15x15 cm 4,000 kg
- Net loads* 4,000 kg per sq.m.
* (load minus weight of truck)

**Flowers and Plants**
If you require additional services for your stand, please refer to the contractor’s website found at: exhibit.bchg.dk

**Hostesses**
If you require additional services for your stand, please refer to the contractor’s website found at: exhibit.bchg.dk

**Internet**
Wired internet connection may be ordered through Bella Center using the online order form.

**Bella Center must be informed in advance when the stand has a platform as well as the scheduled set-up day and time due to internet foundation.**
Please refer to the contractor’s website found at: exhibit.bchg.dk

**Wi-Fi**
You can submit your order on the Kenes Exhibitors’ Portal.
https://exhibitorportal.kenes.com

The exhibition manager will contact you with the link to the exhibitors’ portal, including your personal login details.

**Deadline: Monday, July 24, 2017**

**Creation of Wi-Fi network are forbidden, Wi-Fi should be ordered from the organizer directly, information may be found under Wi-Fi section.**

**Parking**
Parking for exhibitors on the internal area (just outside the halls) is free during build up and dismantling.
If parking during the event is needed, you should use the external parking areas P3-P7.
The fee is DKK 100 per day
**Site visit**
We recommend Exhibitors using **Independent Booth Contractors** to include a **site visit** in the planning process to assure a smooth and well planned set-up.

Please contact:
**Bella Center Copenhagen**
Jannie Haugaard
Technical Sales Coordinator
D: +45 32 47 23 18
Email: [Jah@bellacenter.dk](mailto:Jah@bellacenter.dk)

**Security**
Neither the organisers nor the Bella Center can accept responsibility for security of the stands and their contents or damage to and theft of any goods. Exhibitors are responsible for the security of their stand and equipment.

**Individual stand security may be ordered.**

**Stand Catering**
The catering in the Bella Center is **exclusive** and needs to be requested in advance. Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the EFIC Congress Caterer.

For ordering Catering, please refer to the contractor’s website found at: [exhibit.bchg.dk](http://exhibit.bchg.dk)

**Stand Cleaning**
The Organisers will arrange for general vacuum cleaning of the Exhibition premises (excluding exhibits and displays) prior to the opening of Exhibition and daily prior to opening thereafter.

For ordering daily floor wash and additional stand cleaning, please refer to the contractor’s website found at: [exhibit.bchg.dk](http://exhibit.bchg.dk)

**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.
Rules and Regulations - Binding for all exhibitors and their subcontractors

Build-Up & Dismantling Period
During the period of build-up and dismantling, it is prohibited to consume alcoholic beverages in the working area as well as to perform work under the influence of alcohol and drugs.

The Exhibitors and contractors are required to wear the necessary personal protective equipment such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.

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

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

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

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

It is strictly forbidden to smoke inside the building at any time due to Danish law.

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

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

Insurance (compulsory)
While every reasonable precaution will be taken to protect the exhibitors’ property while on display at the Exhibition, it must be clearly understood that the organisers, the management of the Bella Center and the official contractors can accept NO liability for any loss or damage sustained.

You are also responsible for insuring against any legal liability incurred with respect to injury or damage to property belonging to third parties. In addition to this, you should protect your
expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control.

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

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

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

**Promotional Activities**
All demonstrations or instructional activities must be confined to the limits of the Exhibition stand.
Advertising material and signs may not be distributed or displayed outside the exhibitor’s stands.
Sound equipment must be regulated and directed into the stand so that it does not disturb neighboring exhibits.
Exhibition Management reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

**Special Effects**
Special effects lighting, live music, smoke and laser projection may not be used in the stands.
No permission will be given for projection in the aisles or on the walls of the hall.
*Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.*
Section 5: Official Contractors

Stand Fittings, Furniture, Graphics
Esther Garcia
Servis
Exhibition Solution
Tel: +34 93 423 330 01
Mobile: +34608954696
E-mail: exhibitorservices@servisgroup.es

If you require additional furniture for your stand, please refer to the contractor’s website found at: http://servisboutique.com/efic2017/en/
Please register to receive User name and Password.

Rigging\AV\Hostess services\Electricity\Cleaning Services\Telecommunications & Internet\Plants & Floral Arrangements.

Bella Center Copenhagen
Jannie Haugaard
Technical Sales Coordinator
Tel: +45 32 47 23 18
E-mail: jah@bellacenter.dk
Website: www.bellacentercopenhagen.dk
Web shop: exhibit.bchg.dk

Catering Services
Exhibitors who wish to order food and beverages for their Exhibition booth are welcome to do so directly with the EFIC official and exclusive caterer at the online web shop: exhibit.bchg.dk

For further assistance, please contact:

Bella Center Copenhagen
Sogol Memaran
F&B Manager
Tel: +45 32 47 34 19
E-mail: sme@bellacenter.dk

Freight Handling & Customs Clearance Agent
Hermes/Merkur
Ms. Zehavit Akerman
Tel: +49 69 747 848
Tel: +972 8 914 6382
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com
Website: hermes-exhibitions.com
Section 6: Delivery Regulations and Instructions

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

VERY IMPORTANT: MOVE IN SHOULD BE COORDINATED IN ADVANCE WITH HERMES.

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

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

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

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

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

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

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

**VERY IMPORTANT:** MOVE IN SHOULD BE COORDINATED IN ADVANCE WITH HERMES.
Dear Exhibitor/Stand Builder,

Hermes-Merkur is the official handling agent for KENES congresses in 2017. We are a full door to door service company. As such, we are pleased to update you regarding arrangements for shipping, international freight forwarding, customs clearance and onsite services.

**Onsite Handling**

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

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

**Contact Details:**

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

**Please note these important dates:**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to door shipments</td>
<td>Please contact Hermes - Merkur</td>
</tr>
<tr>
<td>Airfreight shipments</td>
<td>August 27, 2017.</td>
</tr>
<tr>
<td>Shipment via Germany warehouse</td>
<td><strong>August 30, 2017.</strong></td>
</tr>
</tbody>
</table>
| Exhibition goods - Direct deliveries to Congress venue | Monday, September 4, 2017 / 10:00-20:00  
**Set-up-only for stands 50 sq. meters or larger**  
Tuesday, September 5, 2017 / 08:00-20:00  
**Set-up- for all Stands**  
Wednesday, September 6, 2017 / 08:00-10:00  
**Decoration only** |
Shipment Categories

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

Categories:

(1) Insert-for participant bags
(2) Marketing/promotion material-for unmanned display
(3) Exhibition goods-for exhibition stand only

Services, Delivery Address & Shipping Instructions

1. Door to Door Shipment

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

2. Airfreight Shipments

Please contact Hermes Merkur for instructions

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

3. Shipment via Frankfurt Warehouse

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

4. Direct Deliveries to Congress Venue

Domestic Cargo / courier shipments / full load trucks

Delivery Address:
Bella Center
Center Blvd. 5, 2300 Copenhagen S
Denmark

For delivery direct to the venue, please make sure to send time slot request form.
**Courier Shipments**

It is not recommended to use a courier service for shipping your goods to the congress venue. In case of sending a courier shipment, please be sure to send us a pre-advise with the full details of the shipment: courier company, number of pieces and tracking number.

All courier shipment must be send DDP (Delivery duties paid) terms.

Courier charges for handover of import shipping documents € 85.00/ document.

Shipments that arrive without pre alert and payment confirmation will not be accepted.

Direct shipments are under the full responsibility of the shipper, HERMES – MERKUR will not be in charge for any delay.

**Dangerous Cargo**

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

**Insurance**

It is the shipper / exhibitor responsibility to have comprehensive insurance coverage whilst in transit storage and onsite for the duration of the exhibition and return.

We will not accept any responsibility for loss or damage of the exhibitor’s equipment.

**Heavy & Oversized Shipments**

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

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

**Payment terms**

In order to ensure move in/out of your shipment/s, please complete and sign the attached material handling form/payment confirmation and return it to our attention.

Please note that your signature will be used as payment guarantee based on the general tariff.

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

Please note that all payments are in €.

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

**Terms and conditions**

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

We wish you a successful experience!

HERMES-MERKUR
**Inbound / out bound**

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

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

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

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

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

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

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

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

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

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

**Customs inspection** € 65.00

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

5. Other Charges

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

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

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

**Please Note:**

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

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

**Pre advise - Material handling form**

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

**Shipment information**

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

<table>
<thead>
<tr>
<th>Shipper’s name</th>
<th>E mail address</th>
<th>Tel #</th>
<th>Purchase order #</th>
<th>Truck size</th>
<th>Courier tracking #</th>
<th>Airway bill number (AWB #)</th>
<th>Number of pieces</th>
<th>Weight in Kg</th>
<th>CBM</th>
</tr>
</thead>
</table>

**Note:**
- Please fill in the form with all necessary details.
- E-mail should be sent to zehavitak@hermes-exhibitions.com.
- All relevant information should be provided accurately.
- Date: ____________
Payment details

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

Company details ______________________________ VAT No. ________________

Email ________________________________ Phone _____________________

Address _______________________________________________________________

Card type    VISA ☐  DINERS ☐  MASTER CARD ☐  AMEX ☐

Credit card #

[Credit card number]

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

Card holder’s name ________________ card Holder’s Signature ________________

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

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

We cannot guarantee services for any cargo arrival without a pre-advise and payment confirmation!
EXHIBITION GOODS
For the Exhibitor's Stand Only

Direct to Venue

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

Bella Center
Center Boulevard 5
DK-2300 Copenhagen S - DENMARK
For :EFIC 2017 - COPENHAGEN - DENMARK

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

Air Freight Shipments

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

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

Box No. _______ of _______
EXHIBITION GOODS  
Via Germany Warehouse

<table>
<thead>
<tr>
<th>Domestic Cargo / Courier Shipments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibitor or Company Name</td>
</tr>
<tr>
<td>Stand/Booth No.</td>
</tr>
<tr>
<td>Contact Person</td>
</tr>
<tr>
<td>Mobile Phone</td>
</tr>
</tbody>
</table>

Merkur Expo Logistics GmbH  
C/O Schmitt Peterslahr  
A U F DE M HÖHCHE 2  
56587 Oberhonnefeld, Germany  
Dirk Dewald: +49 2634 / 95 44 50  
For: EFIC 2017 - COPENHAGEN, DENMARK

Box No. _______ of _______
INSERTS
For Congress Bags

Air Freight Shipments

Exhibitor or Company Name

Stand/Booth No. (if relevant)

Contact Person

Mobile Phone

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

Box No. ______ of ______
Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F   DE M   HÖHCHEN  2
56587 Oberhonnefeld, Germany
Dirk Dewald: +49 2634 / 95 44 50
For: EFIC 2017 - COPENHAGEN , DENMARK
Box No. _______ of _______
Marketing/Promotional Material
For Congress Unmanned Display

Via Germany Warehouse

Exhibitor's Name

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F   D E M   HÖCHCHEN  2
56587 Oberhonnefeld – Germany
Congress : EFIC 2017 - COPENHAGEN, DENMARK

Box No. _______ of _______
### Marketing/Promotional Material

**For Congress Unmanned Display**

<table>
<thead>
<tr>
<th><strong>Air Freight Shipments</strong></th>
</tr>
</thead>
</table>

Exhibitor's Name

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH  
65760 Eschborn – Germany  
Tel: +49 6173 966 95 11  
Att: Mr. Bernd Blum  
**For EFIC 2017 - COPENHAGEN, DENMARK**

Box No. ______ of ______
Section 7: Order Forms

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

Deadline: Monday, July 24, 2017
- Company Profile
- Badges
- Fascia for Shell Scheme only exhibitors
- Stand design for space only exhibitors
- K-Lead- Lead Retrieval Wireless Barcode Reader and or Mini Scanner order

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

If you require any additional services which do not appear in this manual, please contact:

Mrs. Elianne Baran Ganot  
Exhibition Manager  
Tel: +41 22 9080488 Ext 921  
Fax: +41 22 9069140  
Email: eganach@kenes.com  
Site: www.kenes.com

Stand Fittings, Furniture, Graphics  
Esther Garcia  
Servis, Exhibition Solution  
Tel: +34 93 423 31 07  
Mobile: +34 608 343 889  
E-mail: exhibitorservices@servisgroup.es  

If you require additional furniture for your stand, please refer to the contractor’s website found at: https://servisboutique.com/efic2017/en/  
Please register to receive User name and Password.

Timelines:  
Tuesday August 10, 2017  
10% increase  
August 25, 2017  
Deadline  
Once the boutique is closed any possible orders will have a 50% surcharge and pending product availability.

Rigging\ AV\ Hostess services \ Electricity\ Cleaning Services \ Telecommunications & Internet \ Plants

Bella Center Copenhagen  
Jannie Haugaard  
Technical Sales Coordinator  
Tel: +45 32 47 23 18  
E-mail: Jah@bellacenter.dk  
Website: bellacenter.dk/ bellaskycomwell.dk  
Web shop: exhibit.bchg.dk  
Deadline: Friday, July 14th 2017
Section 8: EFIC Code of Practice

EFIC Code of Practice

1. Promotional Activities
   • Activities at the Exhibition are limited to demonstrations and presentations only. Meet the Expert sessions will be permitted to take place only in a designated hall within the framework of the Scientific Program, subject to the approval of the Scientific Committee.
   • All demonstrations or instructional activities must be confined to the limits of the exhibition stand and/or at the entrance to their session hall within the framework of their respective Satellite Symposium.
   • Advertising material and signs may not be distributed or displayed outside the exhibitor’s stands / away from the entrance to the session hall. Companies conducting a Satellite Symposium may promote their session in these manners:
     I. Throughout the duration of the Congress, these companies will be entitled to place their promotional poster on a board in a designated area.
     II. On the day of the session, companies will be permitted to place 3 promotional posters around the Congress venue. Please refer to the Technical Manual / Advertisements for further details.
   • Sound equipment must be regulated and directed into the stand so that it does not disturb neighbouring exhibits. Noise level must be kept reasonable at all times in order to allow all exhibitors to equally present their products.
   • Exhibition Management reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable and unreasonable.

2. Exhibition:
   • All exhibits with mutual wall, should keep the wall white from its external side (i.e. no promotional images).
   • Height Limitation – all exhibitors are committed to adhere to the restricted height limitation at the venue.

3. 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.

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

This Code of Practice compliments both the Symposium/Technical Manual of EFIC 2017 as well as the Terms and Conditions as stated in the Sponsorship and Exhibition Prospectus. Failure to comply with the Code of Practice will result in a monetary sanction.
Section 9: Bella Center Rules and Regulations

**Bella Center Rules and Regulations**

***Please note that the regulations below are in addition to the Rules and Regulations found on Section No.4.***
EXHIBITOR TERMS AND CONDITIONS

Please read the following exhibitor terms and conditions in connection with your contract with Bella Center Copenhagen. If you have any questions, please do not hesitate to get in touch. We look forward to working together!

**Invoicing**

Bella Center Copenhagen invoices services and supplies which have been ordered for stand build-up, stand furnishing, serving etc. prior to the event.

Please note that payment must be made before the start of the event. Remember that, as an exhibitor, you are responsible for payment – regardless of whether the deliveries have been ordered by you or your supplier.

Prices cover the duration of the event (max. five days and are exclusive of 25% VAT).

We ask all our customers to provide a VAT/central business register (CVR) number. A company registration number can also be used if your company does not have a VAT/CVR no. This information must be submitted when placing an order.

Orders may be revised after the invoice has been issued against a surcharge of DKK 250 per invoice.

**Deliveries**

Deliveries which have been ordered prior to the deadline via Bella Center Copenhagen will be ready for the first stand build-up day. Our suppliers are available throughout the entire duration of the event if you have any additional requirements.

If you place an order after the deadline, it may be necessary to pay a surcharge (see StandInfo). Therefore, it is a good idea to place orders in good time as we cannot guarantee that orders received after deadline can be processed. Our deadline is usually four weeks before the event to ensure that we can provide all the services on time and at the agreed price.

Also, if you want to cancel an order, remember to do so in good time. An order becomes binding 21 days before the event.

If your deliveries need to be made to a particular place, this should be shown on a detailed drawing submitted with the order. Furniture is always placed arbitrarily on the stand.

**Insurance/liability**

Protect yourself against theft and accidents! We recommend that you take out the necessary insurance coverage for your own property, as this will not be covered by Bella Center Copenhagen’s insurance.

_Bella Center Copenhagen cannot be held liable for exhibitors’ property (private or company property), even in the case of simple theft. You can take out insurance through Bella Center Copenhagen’s partner Codan; for more information, see the exhibitor portal._

**Stand build-up**

Do you have questions about or need help with stand build-up? - Please contact us so that we can find a solution.

- We hope that you will do everything you can to help us look after the floors, stand walls, signage and other stand material. It is therefore not permitted to screw, glue, paint or in any other way cause damage to Bella Center’s buildings or equipment. If you unexpectedly damage our interiors/building components, we will be obliged to invoice you accordingly.

- Only Bella Center Copenhagen’s staff is permitted to affix wires, mount/dismount Bella Center Copenhagen’s walls, fascia boards, spots etc. For safety reasons, at least two wires must be ordered for setting up banners, signs or similar. For safety reasons, it is forbidden to load the wires, so if you need to lift equipment, you should use chain blocks in rigging points. Bella Center Copenhagen must establish the rigging point, but you can use it to mount your own chain block.

- When working with stand build-up and signage, the working maximum height is 2.5 m (See StandInfo with event-specific guidelines). If you have other wishes, you are welcome to contact us to discuss the various options. However, please note that if a stand is built up higher than 2.5 m, it must always have a neutral white surface facing any neighbouring stands.

- If you need to use sticking material on Bella Center Copenhagen’s stand walls, floors or fascia boards, you must use DuploColl 43102, Tesa tape 4964 or TESA Power-Strips, as these can be removed easily without leaving marks/glue residue. All three tapes as well as wall hooks for lightweight items such as poster frames can be purchased on site. Please note that if you fail to remove sticking material residues from stand surfaces, floors etc. on departure, you will be invoiced for cleaning.

- If you fail to remove stand materials and your own carpets from the stand, we will ensure that they are removed and environmentally sorted. You will be invoiced for this service.

- Tradesmen who paint your stand must use the rinse basins provided for cleaning brushes etc. Also, remember to lay protective covering on the floor, so that carpets and floors are not damaged by paint etc.

- If you have a pillar on your stand, you may decorate the part which is inside the stand area.

- If you have a general room or a meeting or conference room, it is necessary to establish two exit doors at opposite ends.

*Important! Read the Fire section – it contains further information in relation to the official requirements!*
Specially built stands

Covered stands
As all the halls have a sprinkler system in the event of a fire, it is only permissible to cover your stand with fireproofed and water permeable fabric. It is also possible to construct a ceiling with solid materials or as an evenly distributed panelled/louvred ceiling – however only covering max. 40% of the covered area.

All stands which have been built with two storeys must be covered by a sprinkler system – this also applies to water-proof ceilings, closed rooms as well as vehicles, containers etc. which are not sales articles but are only used for decoration. Dispensation may be granted for actual sales items if they do not exceed 9 m².

The sprinkler system can be installed by Bella Center Copenhagen, and we are happy to provide a non-binding quotation for the work. Connection to main sprinkler pipes must always be undertaken by Bella Center Copenhagen. The rest of the sprinkler system may be installed by Bella Center Copenhagen or another authorised technician (according to SKAFOR’s regulations).

Elevated stands, high podiums or structures with heavy goods
If you want to build a two-storey stand or use high podiums in your stand area, it must be authorised by the building authorities. The same applies to structures with heavy goods. You must apply via Bella Center Copenhagen (application with technical drawings and any photographic material). The material must be submitted together and by the deadline, which is usually four weeks before the event (see StandInfo). Please note that two-storey stands must always have two stairway exits.

Specially built stands
Do you have any special wishes regarding how your stand should be built? Please contact us so we can meet your needs while adhering to the rules for stand build-up.

Goods dispatch
If you need to have packages and goods sent to Bella Center Copenhagen, you have the following options:

Packages and goods arriving before stand build-up:
As our storage capacity is limited, you should be aware that our forwarder DSV receives and stores your package/goods and will deliver them directly to you on the stand once you arrive. You will be invoiced for this service.

Packages and goods arriving during stand build-up:
Here, you must ensure that couriers are supplied with the correct name of the trade show, company name, telephone number and stand number, and you also need to ensure that you are on the stand to receive and sign for deliveries. If not, couriers are referred to DSV, which receives and stores your package/goods and delivers them directly to you on the stand. You will be invoiced for this service.

Packages arriving during the event:
Small packages and letters sent by Post Danmark are received at Bella Center Copenhagen (address: Center Boulevard 5, 2300 Copenhagen S.), and are delivered directly to the stand. Remember to include trade show name, company name, telephone number and stand number on the package. Packages and goods sent by courier are delivered directly to the stand by the courier company, and signed for on delivery.

For information about additional transport services, logistics services, delivery address and prices, contact DSV at expo@dk.dsv.com

Good neighbourly relations
• Make sure that your stand build-up and exhibition materials remain within the stand area during the exhibition for the sake of cleaning, escape routes etc.
• Avoid lights, sounds, smells etc. which can irritate your neighbours. This also applies to the distribution of products/food which require extra cleaning of the aisles.
• If you have to play music/show films, then remember to inform your neighbours about which sound demos you will be carrying out as well as when and for how long.
• Dogs, cats and other pets are not permitted on Bella Center Copenhagen’s premises unless otherwise stated.

Danish Working Environment Authority
Everyone working at Bella Center Copenhagen must comply with the rules of the Danish Working Environment Authority at www.arbejdstilsynet.dk (tel.: +45 7012 1288).
Power and electrical installations

**Power**
The mains power supply in Bella Center Copenhagen’s halls is switched off at night. Therefore, if you require a 24-hour power supply, you will need to order it. 24-hour power will be connected from the first stand build-up day and up to and including the day after the end of the exhibition at 12:00. If you need a power connection for longer, this can be arranged.

**Electrical installations**
Check whether the electrical installations on your stand comply with the Danish Safety Technology Authority’s regulations for installations at trade shows and on stands. See more on the Danish Safety Technology Authority’s (Sikkerhedsstyrelsen) website (section 6, described in detail in chapter 711). This requirement must be complied with before we can supply power to your stand.

- Be careful not to obstruct the distribution boards, as Bella Center Copenhagen’s staff need to have access to them. Please ask if you are in doubt.

Wireless network

If you want to establish your own wireless network on the stand, it must be approved by Bella Center Copenhagen IT. IT connections supplied by Bella Center Copenhagen must not be shared with a third party.

Food and beverages

Bella Center Copenhagen’s food and beverage (F&B) department has exclusive rights to serve food and drinks in the exhibition area, and as an exhibitor you must therefore not sell food or drinks on your stand. If you want to serve food and beverage samples on your stand, please email Bella Center Copenhagen’s F&B department beforehand to make an agreement at f&b.orders@bellacenter.dk

This policy is due to the fact that Bella Center Copenhagen’s F&B department is responsible for ensuring compliance with the environmental and hygiene laws and regulations of the Danish authorities. If you contact Bella Center Copenhagen’s F&B department in advance, we can approve your company in relation to the requirements specifications, so that the regulations for storing and serving food are complied with. Following approval, your business will also be covered by the F&B department’s license to serve beer, wine and spirits.

At food fairs, it is certainly possible to serve samples of your own products, as long as you comply with the requirements covering hygiene and waste disposal.

If the food is produced in advance, you have to comply with the three-hour rule for unrefrigerated storage (once the food has been taken out of a refrigerator, it must be discarded after three hours). If food needs to be produced on the stand, it is necessary to have running cold/hot water and a sink, and refrigeration facilities are required for storing raw ingredients.

If you want to prepare food on your stand using a stove with gas hobs, you must ensure there is a 6 kg CO2 fire extinguisher and fire blanket available.

If you are in doubt about the rules, please send an email to the above email address.

Vehicles in the halls, unloading and parking

- During stand build-up and breakdown, it is possible to drive to the stand at the times stated in Standinfo
- Remember your exhibitor pass or other ID for gate security.
- After unloading, you must park in the designated parking bays or leave the area completely. If you need to park a trailer or truck inside the fence, this must be arranged in advance.
- On the last stand build-up day, all unloading must take place outdoors as vehicles are not permitted in the halls at this late stage. During breakdown, goods vehicles and transport carts are only allowed to access the halls approx. one hour after the exhibition has closed.
- If you have large and heavy items for your stand, this should be agreed with us before the exhibition. Then, if necessary, we can transport your items into the halls before stand build-up commences.
- Try not to obstruct the aisles so as to ensure free passage for others.
- You are responsible for unloading items and transporting them to the stand, but it is possible to order truck assistance from DSV in advance. DSV will also store empty cardboard boxes etc. during the event so they do not get in your way. Please note that empty packaging material placed in the aisles will be removed by DSV on the last build-up day at closing time so the aisles can be cleaned. DSV will invoice you for this service. Empty packaging material will not be removed from your stand unless this is agreed in advance.
Music, sound and films

If you wish to play music on your stand, remember to inform Koda and Gramex. Visit www.koda.dk or www.gramex.dk for more information about the rules. Please be aware that this is your responsibility.

If you would like to show films/videos or parts thereof, this also requires the permission of the copyright holders. For more information, visit the Motion Picture Licensing Company at www.mplc.dk/paraplylicens

If you require a mixing console on your stand, you must have a hand-held fire extinguisher (CO2 extinguisher) available.
Fire

The Danish Emergency Management Act (Beredskabsloven) paragraph 71:

The following shall be punishable by a fine:

• any individual who fails to exercise proper caution in the use of fire, light, matches, ash, inflammable substances, and any other substances or articles which may cause or contribute to fire, or who fails to ensure that persons belonging to the household or enterprise of the individual exercise such caution; and

• any individual who owns or makes use of electrical devices or other light, heating, power plant or machinery, which may cause or contribute to fire, or who makes use of such systems or devices or allows them to be used, regardless of them not being in good condition.

It is therefore extremely important that you check the following points and ensure you that your stand complies with the following:

• Coffee-makers, electric kettles, photocopiers/printers, refrigerators and other electrical appliances in backrooms require that you mount a CO2 hand-held fire extinguisher which is visible and accessible.

• Bioethanol stoves must be installed according to the supplier’s instructions and safety specifications. It is not permitted to carry out any type of fuel decanting within exhibition opening hours. Moreover, it is not permitted to store any reserve fuel on the stand, and the stove’s combustion chamber must be covered at closing time if the stove still contains fuel. Appropriate fire extinguishing equipment must be available on the stand.

• Nothing containing inflammable or explosive liquids may be brought into the halls unless so agreed with us.

• Candles create a nice mood, but also pose a fire risk. It is therefore imperative that candles cannot tip over and that they are placed in solid candlesticks on non-flammable surfaces. Candles must not be placed near textiles, and they must not drip. If they pose a safety hazard, Bella Center Copenhagen may require that the candles are extinguished.

• All fire technical installations such as emergency exits, fire hoses, fire cabinets, call points and fire alarms must not be hidden, obstructed or covered.

• Empty flammable packaging and stock must be continually removed from the hall.

Materials:

• Avoid using paper, cardboard, plastics, artificial flowers/decorations/plants etc. which are readily combustible, explosive, melt, drip or which, in a fire, emit toxic gases or large quantities of smoke. According to the Regulation on operational requirements for hotels, etc. (Bekendtgørelsen om driftsmæssige forskrifter for hoteller m.v.) 14.6/14.7, all decoration material must be safeguarded as class B. However, certain items can be impregnated, for example artificial flowers.

• If you need wood floors on your stand, please note that it must not be laid like a grating with gaps or with underlying cavities.

Carpets must have one of the following approvals:

• Class G flooring as in DS-1063.2 – in accordance with Danish Building Regulations ’95, chapter 6.11.1 section 5.

• Class Dfl-s1 flooring is classified according to EN 13501 Fire classification of construction products and building elements

• NT Fire 007 (Scandinavian approval)

Gas cylinders:

If you need gas cylinders, bottled gas (F-gas) or other types of gas cylinders (e.g. oxygen, hydrogen or helium), we need to know at least four weeks before the start of the event. In the event of fire at Bella Center Copenhagen, we have to be able to supply Copenhagen Fire Brigade with a complete overview of where gas cylinders are located on the premises. If you have gas cylinders (F-gas) on the stand, you are also required to have a 6 kg powder fire extinguisher. Gas cylinders (F-gas equipment) must always be installed in compliance with the Regulation on technical requirements for gases (Bekendtgørelsen om tekniske forskrifter for gasser), while F-gas installations must always comply with the Danish Gas Regulation.

In addition, particularly hazardous gas cylinders must be removed from the halls after closing time and stored according to our instructions. During exhibition opening hours, those manning the stand must be able to remove these cylinders in the event of an evacuation. This plan is coordinated with our Risk Management unit when we receive information about the storage and use of gas cylinders.
Fire

Vehicles

If you would like to have a vehicle on your stand for decoration purposes, you must submit an application to Bella Center Copenhagen with a drawing and description before the deadline, which is usually four weeks before the event (see StandInfo).

The following guidelines apply:

Petrol/diesel-powered vehicles:
- The tank may contain max. 5 l of fuel
- The fuel cap must be unlocked
- The battery must be disconnected
- The keys must be handed to Bella Center Copenhagen’s security staff at night. The security staff will be on duty in the halls or can be contacted on tel. +45 3247 2424.

Electric vehicles:
You must be able to produce documentation which can be used to approve the following:
- Factory-manufactured electric vehicles must be fitted with a mechanical, cable-deactivated parking brake.
- The gearbox must also be mechanically locked by a steel latch that engages with the gearbox
- The handbrake must be activated.

Unfortunately, we cannot allow hydrogen vehicles on the stand. Natural gas vehicles can be accepted on the usual conditions which apply for petrol and diesel vehicles. However, all pressure must be removed from the gas tank.