



23-26 May 2020, Prague, Czech Republic

Exhibition Technical Manual

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Essentials checklist and deadlines

REQUIRED SERVICE	MANDATORY/ OPTIONAL	Form/Link	DEADLINE DATE	WHERE TO SEND/CONFIRM
Deadline for draft satellite proposals	Mandatory – satellite Sponsors	Email	Thursday 28 November 2019	Natalie Dass ece2020@endocrinology.org
Company name, logo and profile for congress programme and website (max. 300 words)	Mandatory - All	Form A	Thursday 23 January 2020	Natalie Dass ece2020@endocrinology.org
Submission of Final satellite Symposia speakers and topics	Mandatory - Satellite Sponsors	Form B – see Satellite Symposia Manual	Thursday 23 January 2020	Natalie Dass ece2020@endocrinology.org
Stand Design Plan and Contractor's details	Mandatory - Self Builds	Email plans including all elevations	Thursday 12 March 2020	Natalie Dass ece2020@endocrinology.org
Advert for final congress programme for approval	Mandatory (see p13 for restrictions and specifications)	Email PDF artwork	Thursday 12 March 2020	Natalie Dass ece2020@endocrinology.org
PDF proof of congress bag insert for approval	Mandatory – if part of agreed package	Email PDF artwork	Thursday 12 March 2020	Natalie Dass ece2020@endocrinology.org
Badge scanners	Optional	Order form	Wednesday 1 April 2020	MEEvents – Lion Leads leads@jmarquardt.com
Risk Assessment Form	Mandatory - All	Form D	Thursday 9 April 2020	Natalie Dass ece2020@endocrinology.org
Health and Safety Declaration	Mandatory - All	Form E	Thursday 9 April 2020	Natalie Dass ece2020@endocrinology.org
Method Statement	Mandatory - Self Builds	Form F	Thursday 9 April 2020	Natalie Dass ece2020@endocrinology.org
Copy of Insurance Certificate (incl. Public Liability up to £5m)	Mandatory	No form – send in copy of Certificates	Thursday 9 April 2020	Natalie Dass ece2020@endocrinology.org
Schematic Plan	Mandatory – Self Builds	Email	Thursday 9 April 2020	Natalie Dass ece2020@endocrinology.org
Exhibitor Registration	Mandatory - All	Form H	Thursday 23 April 2020	Natalie Dass ece2020@endocrinology.org
Electrical connections / Power	Mandatory – All Exhibitors	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Stand furniture & sets and Basic furniture, stand fixtures & fittings	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz

Graphics/Printed items (stand panels, banners etc.)	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Audio Visual (stand only)	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Internet and Telecoms	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Technical Services – waste, sink and carpet for space only	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Shell Scheme carpet colour (carpet provided as standard, change of colour at additional charge)	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Cleaning of stands	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Hostesses, staffing, additional security (stands only)	Optional	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Exhibition Stand Catering	Optional	Online order form	Thursday 23 April 2020	Linda Reitingarová linda.reitingerova@zatisigrou.p.cz
Exhibition Shell Scheme Fascia Nameboard details – 20 characters per stand	Mandatory Shell Scheme	Order form	Tuesday 28 April 2020	Zdena Fialová Zdena.Fialova@seznam.cz
Shipping and Freight Forwarding Services - DHL	Optional	- Shipping Manual - Tariff - Order Form	Friday 1 May 2020	DHL – Matthew Spokes matthew@dhl-exh.com
Delivery of congress bag insert to DHL (QUANTITY 4000)	Mandatory if part of the package	Bag Insert Information	Thursday 7 May 2020	DHL – Matthew Spokes matthew@dhl-exh.com
Stand Build Contractors Name List	Mandatory - All	Please send by email	Thursday 7 May 2020	Natalie Dass ece2020@endocrinology.org

Contact Information

Please note that orders to the Venue or Venue partners will **ONLY** be accepted via the order forms provided in the Appendix to this Manual. The Venue and their suppliers will contact you direct should you have any bespoke requests outlined in your order.

Please also specify whether your order relates to your Exhibition Space, Hospitality Room or Satellite Symposium.

Congress Organisers

Bioscientifica Ltd.
Starling House
1600 Bristol Parkway North
Bristol, BS34 8YU, UK
Contact: Louisa Gilbert
Tel: +44 (0)1454 642770
Email: ece2020@endocrinology.org
Web: www.ece2020.org

Sponsorship and Exhibition Manager

Bioscientifica Ltd.
Contact: Natalie Dass
Tel: +44 (0)1454 642244
Fax: +44 (0)1454 642222
Email: ece2020@endocrinology.org
Web: www.ece2020.org

Sales and Marketing Manager

European Society of Endocrinology
Contact: Victoria Withy
Tel: +44 (0)7761 800855
Email: Victoria.Withy@esehormones.org
Web: www.ece2020.org

Venue

Prague Congress Centre | 5. Května 1640/65 | 140 21
Praha 4, Czech Republic
Contact: Erika Lisá
Tel: +420 739 539 221
Email: erika.lisa@praguecc.cz
Web: www.praguecc.cz

Catering

Zatise Catering
Contact: Linda Reitingerová
Tel: +420 731 156 614
Email: linda.reitingerova@zatisigroup.cz
Web: www.zatisicatering.cz

Accommodation

Minos Psarakis, Accommodation Manager
Bioscientifica Ltd
Starling House
1600 Bristol Parkway North
Bristol, BS34 8YU, UK
Tel: +44 (0)1454 642766
Mobile: +44 (0)7733 384056
Email: ece2020.hotels@endocrinology.org

Exhibition Contact/orders

Triumf Exhibitions cz, s.r.o.
Jaromírova 54 | 12800 Praha 2
Contact: Zdena Fialová
Tel: +420 274 818 065
Email: Zdena.Fialova@seznam.cz
Web: <http://triumfexhibitions.cz/>

Badge Scanners

JMarquardt Technologies GmbH
Felix-Wankel-Str. 1
82152 Krailling
Contact: Mathias Balhorn
Tel: +49 (89) 219099630
Email: Mathias.Balhorn@jmarquardt.com
Web: <https://landing.m-anage.com/>

Freight Forwarding

DHL Trade Fairs & Events (UK) Ltd
Unit 17 & 21 2nd Exhibition Avenue
Birmingham B40 1PJ
United Kingdom
Contact: Matthew Spokes
Phone: +44(0) 121 782 4626
Email: matthew@dhl-exh.com
Web: www.dhl-exh.com

About Prague Congress Centre – Location, Access and Parking

Prague Congress Centre

The Prague Congress Centre is the largest congress centre in the Czech Republic. It is situated just 30 minutes' drive from the airport and 10 minutes from the main train station via Metro. The centre houses 20 meeting halls, 50 meeting rooms and 13,000m² of exhibition space across its entirety.

Venue Address

Prague Congress Centre
5. Května 1640/65
140 21 Praha 4
Czech Republic
Tel. : +420 (0)261 172 222

How to get there

Visit: <https://www.praguecc.cz/en/how-to-get-here>

BY AIR

The Congress Centre is 30 minutes' drive from [Prague Vaclav Havel Airport](#).

BY TRAIN

The Prague Congress Centre is adjacent to the Vyšehrad station on Line C of the Prague underground railway network, providing convenient access by public transport from the city's airport and all major rail and bus stations.

Maps, timetables, fares and route planning are available in English on the Prague Public Transport website www.dpp.cz/en/

BY CAR

The Prague Congress Centre is adjacent to the North-South Prague City Expressway – follow the road signs for Kongresové centrum Praha.

GPS: 50.062112,14.428886

Exhibition Location – Congress Hall & Forum Hall Foyers, Level 2

The exhibition will be located in the Congress Hall and Forum Hall Foyers on Level 2 of the Congress Centre.



Catering in all scheduled breaks will take place in the exhibition space, allowing for maximum interaction with Congress delegates. *Note: The Welcome Reception on Saturday night will be held here and as such all stands will need to be completed by 16:00 on Saturday 23 May.*

The current exhibition floorplan can be found on the [ECE2020 website](#).

Venue Layout and Room Floor Plans

ECE 2020 rooms in use at the venue

Level 0

Congress Hall Foyer B – Registration and Cloakroom
Small Hall (Breakout 6)



Level 1

Organiser's Office
ESE Committee Meeting Rooms
South Hall 1 (Breakout 2)
Panorama Hall (Breakout 5)



Level 2

Exhibition and Catering
Congress Hall (Main Auditorium)
Forum Hall (Breakout 1)
South Hall 2 (Breakout 3)
Meeting Room 2.1 (Speaker Preview Room)
Sponsor Hospitality Rooms



Level 3

South Hall 3 (Breakout 4)
Chamber Hall (Breakout 7 - Nurses room)



Auditoria, Satellite and Hospitality Rooms

There will be seven parallel scientific sessions running over the three days. The Satellite sessions will also take place in these rooms. There will not be any scientific sessions (apart from New Scientific Approach sessions during the post-lunch slots) running at the same time as the sponsored satellite symposia.

If you would like to book a hospitality room please get in touch as soon as possible to avoid disappointment as there are limited spaces available and these are sold on a first come first served basis (after the ECE Sponsors have chosen their rooms). Please contact Victoria Withy (Victoria.Withy@ese-hormones.org) for details of available rooms and costs.

Access for Exhibitors

Please review the [Exhibitor Services information](#) for information about exhibitor access to the venue.

Please unload as quickly as possible, using the official freight forwarder, DHL, to support (see [dates & deadlines](#) section for links to relevant booking forms and contact details) and then immediately remove your vehicle/s from the loading area, and park off site (see below). Depending on the operational constraints of the event, a time allocation may be enforced in order to make space for other vehicles. If this is the case you will be contacted two weeks prior to the event with a time slot for unloading.

Breakdown Access

Breakdown will take place on Tuesday 26 May 2020 from 18:00-00:00.

Parking for Trucks and Vans

For information on parking at the venue and specific requests please contact the venue directly:

<https://www.praguecc.cz/en/parking-in-pcc>

About the Exhibition - General

Exhibition Show Management

Triumf Exhibitions is appointed as the Exhibition and Electrical Contractor and they will ensure all exhibition orders requirements are fulfilled. Any queries regarding stand construction and stand design should be directed to them (see Contacts section for details).

All stand services, catering, decoration, hostesses etc. can also be ordered from Triumf Exhibitions using the relevant [order form](#).

AV

Any audio visual requests for stands can be made via Triumf Exhibitions using the relevant [order form](#). Please give the Company Name, your contact details and Stand number.

Bar/Catering Services

All food and beverage consumed on the premises must be purchased through the venue supplier. A catalogue of available snacks and lunches, including details of how to order, is available to download [here](#).

Catering Regulations

The Congress Venue supplier is the sole purveyor of food and beverages at the Venue and, as such, has the sole right to provide food and drink (alcohol or otherwise) for consumption on stands and in offices. No company or individual may bring any food, drink or catering equipment into the exhibition for distribution, unless they have obtained prior written permission from the Venue caterers. Exhibitors wishing to offer refreshments, snacks or alcoholic beverages on their stand will need to order these from the caterers directly unless otherwise agreed with the meeting organiser and Venue caterer.

If you are planning to serve any hot items, you will be required to have a carpet with a tetrapak paper/foil underneath the carpet in order to prevent any liquids/fats/oils getting into the floors (stone or wood) of the Venue. Only double-sided tape may be used on any floors.

Please note that samples should be no more than:

Soft Drinks	100ml
Food Items	2 Bite-size portions

Food to be served to customers must meet the following requirements:

- all hot food must be kept above 63°C
- all cold food considered to be high risk e.g. dairy foods should be kept under refrigeration at a temperature not exceeding 5°C
- all frozen food to be stored with the freezer operating at not less than -18°C
- a probe thermometer to be provided and temperatures of food recorded regularly

Power supply is available 24 hours.

Company Profiles

Please complete the Company profile form ([form A](#)) and return to the ECE Congress Organisers **no later than Thursday 23 January 2020**. If you do not return your profile by the deadline date given then your Company profile will not be included in the Final Congress Programme.

Contractor Passes

Exhibitor/Contractor passes will not be issued for the build-up and breakdown periods. We will require a list of all stand contractors or anyone who will need to be onsite during the build-up days. Without prior notification the venue will not grant access. It is necessary for each person to carry some form of official identification, ie passport or driving licence as this will be required when signing in with the security guards who will be controlling access. A list

of all contractors and staff onsite during the build and break-down is required to be submitted to the Congress Organisers by 7 May 2020. **If identification is not provided by this date we cannot guarantee access into the venue.** *Please note: the Exhibition is not open to the general public and no one under the age of 18 is permitted on-site at any time – this includes build up, live days or breakdown.*

Delegate Bag Inserts

Sponsors can include an insert in the delegate bags. A PDF proof of any bag insert must be sent to Bioscientifica for approval, prior to printing, by **12 March 2020**.

A quantity of 3500 should be delivered **by LATEST Thursday 7 May 2020** to DHL Trade Fairs and Events (UK) Ltd (see [Bag insert information](#)) who will ship them to the venue ready for packing. Please ensure that your packages are clearly labelled for the ECE 2020 Congress.

Deliveries and Freight Forwarding

DHL Trade Fairs and Events (UK) Ltd has been appointed official forwarding agency for this Congress. All deliveries to the Congress must be made using this agency. **Please note the Venue will not accept any deliveries before or during the event.**

Please use the DHL Order Forms (see [dates and deadlines](#) on page 5) and book no **later than Monday 4 May 2020**. Any queries relating to deliveries and freight forwarding should be directed to DHL directly (see Contacts section for details). DHL will deliver your shipment to your stand or room if this is booked via them.

DO NOT SEND DELIVERIES DIRECTLY TO THE VENUE. The Organisers and Venue will not accept deliveries and take no responsibility for shipments made directly to the Venue (and not via DHL) nor for the moving of such onto your stand or satellite/hospitality room. If you wish DHL to assist onsite, there will be a charge made for this by DHL.

Electrical Supply

Power to your **shell scheme stand** will be included as part of the package, 3 sockets 3.5kW in total. Space only stands will need to order power from Triumph Exhibitions using the relevant [order form](#).

Hostesses

Companies can hire additional personnel via Triumph Exhibitions to assist with general duties on the booth. Please see p.5 for contact details.

Insurance

The Event Organisers, whilst taking every reasonable precaution, expressly do not accept any responsibility at all for any loss or damage which may befall the property of any Exhibitor from any cause whatsoever.

All exhibitors are required, as part of their contract, to insure their legal liability and are strongly advised to effect adequate insurance to include cover for all products and exhibits during the overall period of the Exhibition including transportation.

Exhibitors will be required to produce an insurance certificate as proof of the above. Please send this documentation as soon as possible to Natalie Dass, contact details p5.

It is a condition of your contract that you must hold Public Liability Insurance to the value of £5,000,000. Exhibitors will be asked to provide proof of adequate public liability insurance to the Event Organiser.

IT

Any exhibitors requiring IT equipment on their exhibition stand can order this via Triumph Exhibitions. Please note this is for your exhibition stand only, any IT requirements for a hospitality room or satellite symposium session will need to be ordered separately (please see Satellite manual).

Ordering Services

All services, stand fittings, electrics and furniture can be ordered via Triumpf Exhibitions. **Please note the deadline dates specified on pages 4 and 5 of this manual.**

Late Orders

Orders made after the deadline dates cannot be guaranteed. Late orders received after the deadlines or during the set-up period will be fulfilled in accordance with time and availability. *Late order fees may apply.*

On-Site Orders

Services ordered during the set-up period, the Exhibition itself or when the event is over, will be provided only according to the availability of the respective work persons and/or materials. Implementation of requirements made after the deadline and on-site orders can take longer than normal orders. We therefore recommend placing all orders before the deadline.

Programme book Adverts

Please note that adverts in the printed programme book form part of the overall sponsorship packages. Gold sponsors are entitled to a full page, full colour advert while silver sponsors are entitled to a half page, full colour advert.

Any company, whatever sponsorship level, is entitled to purchase additional space for a company or product advert in the printed programme book. This can be arranged by contacting Victoria Withy (Victoria.Withy@ese-hormones.org). Dates and deadlines as specified within this manual apply to all adverts, whether part of a sponsorship package or purchased as an additional item.

FULL PAGE ADVERT

All dimensions in mm, depth x width

- Full page trim size: 210 x 148
- Full page bleed size: 216 x 154
- Full page type area: 190 x 128

HALF PAGE ADVERT

- Size: 90 deep x 128 wide

Please keep all type at least 10mm away from the left and right hand margins of a full page advert to avoid loss when trimmed. Please supply electronic artwork as a high resolution PDF file with crop marks and 3mm bleed on all sides. All images must be uncompressed CMYK, and all fonts embedded.

Returns

Please ensure that all returns are labelled clearly with your company name and delivery address as well as the name and contacts for the courier company. Collections should be arranged for Tuesday 26 May 2020 between 18:00 and 22:00 NOT the following day as there is no storage facility available and items will not be kept.

Rigging

Rigging is not available at this venue. The areas under the lower ceiling would not allow enough space for rigging, while the higher ceiling is not equipped with the relevant rigging frames to support this.

Storage

Please note that there are **no storage facilities** available in the Exhibition Area. Please ensure that all boxes and packing materials are removed from the Exhibition area once your stand set up is complete. Companies requiring offsite storage should arrange this directly with DHL Trade Fairs and Events (UK) Ltd (see Contacts section for details).

Trolleys & Fork Lift Hire

There are no trolleys or Fork Lifts available for use. You will need to contact DHL to book if you require these services or equipment (see Contacts section).

WiFi

WiFi is available free of charge throughout the Venue. However, this is unsuitable for downloading large files or running voting apps. Wired internet can be arranged and we would recommend having this connected to your Exhibition Stand. This can be ordered via Triumph Exhibitions.

Build up and Breakdown Information

BUILD-UP

Friday 22 May 2020

Space only exhibitors and contractors	08:00 – 20:00*
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Saturday 23 May 2020

Space only exhibitors and contractors	08:00 – 16:00*
Shell scheme exhibitors and contractors	12:00 – 16:00*
Stands completed	16:00*
Health and Safety Inspection	16:00 – 16:30*
Welcome reception	19:45 – 21:00*

*Times subject to change – we will email you final confirmed timings by the end of February 2020.

All stands must be complete and all materials and tools removed from the exhibition hall by 16:00hrs on Saturday 23 May to enable a full clean of the stands and public walkways and a health and safety inspection. This will be followed by the welcome reception which will take place on the exhibition floor. It is not mandatory for stands to be manned during the Welcome Reception.

OPEN/LIVE DAYS

Sunday 24 May – Tuesday 26 May 2020

BREAKDOWN

Tuesday 26 May 2020

Removal of all stands and materials	18:00 – 00:00*
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All stand materials need to be removed from the Exhibition Hall by 00:00 on Tuesday 26 May 2020. Neither the Organisers nor the Venue will take responsibility for any items left in the Exhibition Hall after this time. Any items that need to be collected by courier should be labelled up with the appropriate delivery address and left with DHL, the official freight forwarding agent. All items are left at owners' own risk.

Anyone wishing to breakdown past 00:00 on Tuesday 26 May should contact Natalie Dass immediately at ece2020@endocrinology.org to discuss requirements. Additional time cannot be guaranteed and will be discussed on a case by case basis.

Please note

Please note that every contractor requiring access on Day 1 of the exhibition build will need to be registered in advance or they will not be allowed entry to the venue, so please ensure we receive ALL names in advance.

Please also note that high visibility tops and steel toe cap footwear is required to be worn by everyone onsite during the build of this event. The venue will not allow access without these items.

Exhibition Opening Hours

Exhibition Open/Congress Schedule

The Exhibition is situated on the second floor in the congress foyer.

The Scientific Programme for ECE 2020 is available on the Congress website and will be updated with further information as it is finalised: <https://www.ece-hormones.org/events-deadlines/european-congress-of-endocrinology/ece-2020/>

The Exhibition is a thoroughfare and is therefore open during the same hours as the scientific programme. It is up to the individual companies if they wish to staff their stand outside of the official refreshment breaks.

EXHIBITION OPEN TIMES

Saturday 23 May 2020

The exhibition hall will be open on Saturday 23 May for the Welcome Reception at 19:45 but it is not mandatory for the stands to be staffed.

Sunday 24 May 2020

Dedicated exhibition hours will start during the morning tea and coffee break; however, the posters are situated on a Mezzanine level on floor three accessed via the exhibition so it is up to each company whether they wish to staff stands from the time that registration opens.

Please refer to the online programme for the most up-to-date opening, closing, registration and refreshment break timings.

General Event Information

Accommodation

A number of hotels of various categories at negotiated rates are available for participants of ECE 2020. Please contact Minos Psarakis at Bioscientifica for more information on availability and look out for dedicated accommodation information on the [event website](#).

Banks

There is a local branch of Komerční bank, where you can use the ATM machine. The branch is next to entrance No.5 of the Prague Congress Centre.

Business Centre

The Venue DOES NOT have a business centre and no facility for printing etc is available onsite.

Children/Students/Trainees

We regret that no-one under the age of 18 will be permitted access to the Exhibition or Congress at any time. This rule also applies to the children of Exhibitors and Contractors during the build-up, open and breakdown periods.

Cloakroom

The cloakroom will be located on Floor 0 near to the Registration Desk. It will be clearly signposted.

Copyright

Please note that the Event Organisers have no copyright responsibility in respect of any exhibiting company.

Exhibitors are reminded that third party copyrights should not be infringed. Proper dispensation must be obtained and any royalties due, paid prior to the use of materials.

Should any copyright dispute arise, the Event Organisers will not be liable for any resulting loss or damages, sustained by any Exhibitor or third party.

Disabled Persons' Facilities

All floors are serviced by lifts and all meeting and breakout rooms are fully accessible.

Distribution of Materials

The display or distribution of any material in any form from any area within the Venue, other than banner sites, designated literature tables and within the boundary of your stand, is strictly prohibited.

Employment of Labour

Exhibitors shall ensure that their Contractors and sub-Contractors conduct their industrial relations in accordance with good practice and observe codes of practice issued from time to time by the Secretary of State for Employment and the Advisory, Conciliation and Arbitration Service (ACAS). Any person whom in the opinion of the Organiser, is carrying out work contrary to the requirements of the Organiser and of the local or other competent authority and of the Landlords of the building, will be required to stop immediately and may be directed to leave the exhibition site.

The Organisers recommend that all contractors employed by Exhibitors should be members of the British Exhibition Contractors Association (BECA) or equivalent organisation. Any queries should be referred to BECA, BECA House, Uplands Business Park, Blackhorse Lane, London E17 5QJ.

First Aid

Anyone requiring first aid assistance should report to the Organisers' Office on Level 1. If it is an emergency please call the Emergency Services on 112.

Furniture

Basic furniture for shell schemes as well as more elaborate furniture for self-build stands can be ordered via Triumph Exhibitions – please use the [online order form](#). Shell scheme packages include two chairs and a square table (80cm x 80 cm).

Insurance

The Event Organisers, whilst taking every reasonable precaution, expressly decline responsibility for any loss or damage which may befall the property of any Exhibitor from any cause whatsoever.

The Event Organisers insures the exhibition area against Force Majeure. However, these measures do not cover the risks involved with the material brought to the stand by the exhibitor. The exhibitor alone is responsible for securing this coverage. Each exhibitor is responsible for his/her own exhibit, packing and construction of the stand. The Event Organisers refuse to accept any responsibility whatsoever for the insurance of these objects. The Event Organisers will request the exhibitor to arrange for his/her own insurance with a third party.

All Companies exhibiting at the ECE 2020 Congress must complete, sign and return the Health and Safety Declaration [Form E](#) to confirm that they have the required level of liability insurance cover in place for this event. Exhibiting Companies are responsible for their own activities and those of their Contractors whilst on site. Contractors who are engaged by an Exhibiting Company are not required to submit their policy details but the client/Exhibiting Company is strongly advised to ensure that a valid policy of Public Liability Insurance is in place for the duration of works.

Should this provision be ignored and the exhibitor fails to verify the insurance coverage or fails to produce documents stating verification, the Exhibition Management has the right to prevent the exhibitor from entering the exhibition area until the provision are fulfilled.

Internet Connectivity/Telecoms

WiFi is available free of charge throughout the Venue. However, this is unsuitable for downloading large files. Hard wired internet can be arranged and we would recommend having this connected to your booth or hospitality room. This can be ordered via Triumph Exhibitions.

Lost Property

If you have lost something please check with the Organisers' office or with the Venue's Security Team.

Noise

To ensure that disturbance to Exhibitors and delegates is kept to a minimum the Organisers will enforce the following sound and music regulations for the duration of the event:

- Any company wishing to play music on their stand must have the appropriate licence(s). GEMA fees need to be paid by the exhibitor directly to GEMA – it is the exhibitors' responsibility to do this. Contact details are available in the Important Information section in the Appendix.
- The Event Organisers reserve the right to alter/restrict sound levels on any stand at any time during the tenancy period of the event.
- Please give consideration to your neighbouring Exhibitors at all times.

Paging

Please note that during the open period of the show, the public address system is for Event Organisers' announcements and emergency/police messages only.

Payment Conditions

All technical services and waste disposal will be invoiced by the relevant supplier before the event. Payment via credit card is possible and must be before the Congress.

Security

Although every reasonable security precaution is taken throughout the tenancy period of the event, the Event Organisers cannot be held responsible for any loss, damage or accident, which may occur to any exhibitors (or their Contractors), property or personnel. ***We strongly recommend that any valuable items e.g. handbags, mobile phones and laptop computers are kept under constant supervision, (especially during build-up and breakdown) and removed from the Exhibition Hall each evening.***

Please survey your own area for any suspicious packages, bags etc. If you see anything suspicious, contact a member of the Venue, Security or Organising staff. Please ensure that you have suitable insurance cover for yourself, your staff and your property.

During the build-up and during the Congress there will be security at the main doors of the Venue. Every night the Venue will be closed and the Venue will provide appropriate security.

Social Programme

The Welcome Reception will be held on Saturday 23 May 2020 in the Congress Centre in the Exhibition Hall.

The Informal Networking Event dinner will be held off-site on Sunday 24 May 2020. Sponsors receive the following complimentary entitlements to this event:

Gold Sponsors	Three (3) complimentary tickets
Silver Sponsors	Two (2) complimentary tickets
Bronze Sponsors	No (0) complimentary tickets

If you wish to purchase additional tickets (cost will be advised in due course), please book these via the [Exhibitor Registration Form](#).

Smoking

ECE is a non-smoking meeting. If exhibitors or contractors wish to smoke they may do so outside the Venue in designated Venue smoking areas.

Any contractor suspected of being under the influence of alcohol or any other substance, during build, live or breakdown periods, will be asked to cease working and leave the site for safety reasons.

Exhibition Stands – General Information

All exhibition stands must be identified by a Stand Number or Stand Name, which is identical with that on the official Exhibition Floor plan. Companies who provide their own fascia board must ensure their Company Name is printed on this.

Written approval from the Event Organiser is necessary for the following actions:

- Using sound amplifiers, live musical productions and installation of portable objects not approved by the regulations of the congress
- Advertising of goods and services, which are not included in the exhibition programme

Advertising of goods and services on behalf of companies and organisations who have not ordered any exhibition area, or have not applied as sharing companies, or their participation has been rejected, is strictly forbidden.

Exhibitors are not permitted to:-

- Place posters or any other materials on columns, walls, partitions or stands etc, which are inside the building or outside their contracted booth area
- Distribute promotional materials anywhere else other than on their stand, or to distribute publications of disturbing, political or dangerous character
- Exhibit or use a trademark, name, etc, which is contradictory or offensive to other exhibitors or visitors

Badge Scanners

Exhibitors can hire badge scanners directly from M-Events, one of our partner Companies. They offer an exhibitor lead reference system, which includes:

- A simple to use QR code scanner for use during the event
- The ability to set up your own Lead Management for the event via a custom built App
- Down-loads during the event with access to data 24 hours after the show closes

For more information and to order please use the [order form](#) or contact M Events: leads@jmarquardt.com.

Building and Aerial Services

No fixing to the floor or rigging from the ceiling or any part of the building is allowed.

Cleaning and Waste Disposal

The Exhibition floor and public areas will be cleaned daily and any waste removed. This will be done each day after the exhibition closes. If you would like to arrange any cleaning for your own stand please book this via Triumph Exhibitions.

Floor covering

The exhibition area is not carpeted, however **shell scheme stands will include carpet**.

If you **wish to order carpet for a space only stand** contact Triumph Exhibitions. Shell scheme packages include carpet – to request a change of carpet colour for your shell scheme stand please contact Triumph Exhibitions.

Floral (Flowers and Plants)

Exhibitors can order floral displays via Triumph Exhibitions.

Fork Lift Truck Hire

Any Company requiring this service should contact DHL Trade Fairs and Events (UK) Ltd (see Contacts section for details).

Freight Forwarding Agent

The official freight forwarding agent is DHL Trade Fairs and Events (UK) Ltd. Any Company requiring freight forwarding and storage facilities should contact DHL directly (see Contacts section for details).

Note: There will be a cost charged to you by DHL for them to unload any deliveries and take them to your stand onsite.

Exhibition Stands – General Information

Graphics

Exhibitors who require printed graphic infill panels can order these via Triumph Exhibitions.

Hazardous Items

Specific regulations exist concerning the exhibiting of hazardous items, such as compressed gases, laser products, radioactive substances, noxious substances, flammable liquids etc. The use of such materials is prohibited without prior permission – please ensure these are all detailed on the Risk Assessment and Method Statement (Forms D and F) for consideration by the Venue and ECE team.

Any exhibit or process which generates and blows out or otherwise emits fumes, exhaust or smoke is subject to regulation and has to be approved by the Venue.

Please forward written requests for the inclusion of any hazardous items onsite to Natalie Dass, ece2020@endocrinology.org.

Water Regulations

If you are having a water feature or are using water in any other way on your stand, please contact Natalie Dass ece2020@endocrinology.org, for necessary information regarding the risk of legionella bacteria (Legionnaires Disease).

Water/Waste Services

There are limited water and waste facilities available however the venue must be informed in advance in order to check the suitability of the request.

If you are likely to have large volumes of waste during build or breakdown a skip for this must be arranged in advance – please book via Triumph Exhibitions.

Note: Any excess waste left behind will be charged to the exhibiting company or contractor.

Exhibition Stands – Electrical Information

Electrical Regulations

All **shell scheme** exhibitors will have three spot lights and ONE 3.5kW power connection with three sockets included in their shell scheme package. Exhibitors are permitted to bring their own adapters for the country of origin however additional power must be ordered via Triumph Exhibitions.

Space only stands will not receive any power as part of the package.

If you wish to order power or an electrical connection for your stand please contact Triumph Exhibitions who are responsible for arranging all additional power requests. All electrical work must comply with the regulations of the Congress Venue.

Each 3 x 3m shell scheme booth is provided with the following:

- White panels (2,5m H 1m W) (white colour)
- Carpet colour: grey (Change of colour at the exhibitor's cost)
- 3 x LED spotlight
- Electric connection (3.5 kW) with three sockets
- Fascia board with your company name (black lettering white background) – max 20 characters
- Furniture: two (2) chairs + one (1) table (80cm x 80cm square)
- Pre-congress cleaning

The Shell Scheme is white-coloured melamine panel positioned in white aluminium frames. Please note that these are not load bearing walls and it is forbidden to affix anything to the panels using nails, screws or glue. However, you can use instead: tape, double-sided tape, hook + chains. In case of damage, partitions will be at the expense of the exhibitor.

The maximum height for materials being displayed inside the shell scheme is 2.30mts and 93cm wide.

Electrical Connection

3.5kW included in the package

Fascia Panel

Each shell scheme stand comes complete with fascia name board. Please submit your name board requirements (max. 20 characters) to Triumpf Exhibitions via the [online order form](#). **Please ensure accuracy.**

Graphic Infill Panels

It is possible to have the shell scheme walls printed with graphics of your choice rather than have a plain white finish. Please contact Triumpf Exhibitions to arrange this.

Stand fittings

Companies can order a range of additional stand fittings for their shell scheme stand (shelves, display boards, literature racks, furniture etc.) via Triumpf Exhibitions.

Exhibition Stand Construction – Self Build

Exhibitors wishing to build their own stand must submit drawings for approval to Natalie Dass at

ece2020@endocrinology.org. These must be submitted no later than Thursday 12 March 2020. Please include your stand number and stand dimensions on the plan. Electronic plans are required and please also submit the schematic plan alongside this if you have specific requirements as to the placement of ordered items. Once your plans have been approved any changes must be notified to the Congress Organisers immediately.

Exhibitors building their own stands should note that **no stand services** are included in the space allocated. Companies can order furniture and electrics directly from Triumf Exhibitions in line with the deadlines stated.

Self-build stands should not exceed the dimensions of the area already allocated. Please note that the exhibitions area consists of areas with differing height limits. Subject to approval from the Organisers, the **height limit for self-build stands within the areas, where the ceiling height is 10m, is 4.0mts including platform floors. The height limit for stand under the lower ceiling is 2.5m.** Materials on display within the stand must not exceed this height without prior approval from the Exhibition Organiser.

Designs incorporating long runs of gangway perimeter walling should be avoided and will not be approved if deemed by the Organisers to have a detrimental effect on the Exhibition or neighbouring stands.

Exhibitors building their own stands must ensure that partition walls are provided between themselves and neighbouring stands. It is not permitted to span an aisle by either ceiling or floor covering. All space only exhibitors are required to construct freestanding partition walls between their own stand and adjoining stands. These must be to a minimum height of 2.5mts and a maximum of 4.0mts in height (in areas where stands can be built up to 4m in height). Where adjoining walls are constructed over 2.5mts in height it is the responsibility of the exhibitor constructing the wall to dress the rear of the partition down to a height of 2.5mts in a neutral colour.

All work must be carried out in conformity with the requirements of the Venue and the Event Organisers. Failure to observe these regulations may result in delays, restrictions and criminal proceedings against the Exhibitor.

Building Columns/Pillars

No items may be affixed to pillars. Where a pillar falls within the boundary of a stand, branding may be built around this. No branding may be placed on or around pillar which sit outside the boundary of the stand.

Height Restriction

For the purpose of this Exhibition the **height limit for all self-build stands sitting under the 10m ceiling has been set at 4.0mts, with all self-build stands sitting under the lower ceiling limited to a height of 2.5m,** and any materials on display within the stand itself must not exceed this height without prior approval from the Exhibition Organiser.

Materials

All timber less than nominal 25mm (1") in thickness and plywood, hardboard, blockboard and chipboard less than 18mm (3/4") must be rendered flameproof by a recognised process to a Class 1 standard when tested in accordance with BS 476 Part 7 1971. Ply-hard and pulp boards which have been rendered flameproof in a manner approved shall be branded with a recognised mark.

The use of plastic of a grade less than Class 1, BS 476 Part 7 1971, whether in stand construction or display arrangements is prohibited. Limited amounts of plastic materials of a grade better than Class 3 can be permitted providing the details are submitted prior to construction.

Textile fabrics – unless incombustible – may not be used for partitioning stands or for forming offices or the back or sides of stands and so far as they may be used for decorative treatment of such portions, the fabric must be backed with materials similar to that required for the construction of stands. They shall be fixed taut to the backing board and secured at floor level by a skirting board not less than 75mm deep.

All painting must be carried out in water paint. Finishes having oil or cellulose base are not permitted to be applied on site.

Multi-Storey Stands

Multi-storey stands, elevated gangways and stairways are not permitted.

Paint and Tape

All painting must be carried out in water paint. Finishes having oil or cellulose base are not permitted to be applied on site.

Only approved double-sided carpet tape may be used directly onto the Exhibition Hall floor.

Partitions

Partitions separating stands may be erected up to between 2.5mts and 4.0mts high (where build height limits permit), but where a wall abuts an adjoining stand and projects above the partition, it must be clad and decorated.

It is the responsibility of Exhibitors who have taken space only sites to supply, erect and decorate free standing single clad partitioning to the periphery of their sites where they adjoin an adjacent stand.

The minimum height of the partitioning must be 2.5mts with a maximum height of 4.0mts (where build height limits permit) of which the area above 2.5mts must be of double-sided cladding and decorated to the choice of colour and material as agreed by the adjacent exhibitor.

Platforms

The general height may not exceed 100mm (4") and must have a ramp for wheelchair access. The flooring must not be less than a nominal 25mm (1") thick. Flooring must, in any case, be laid with close joints.

Platforms must be of a strength and stability sufficient to carry and distribute the weight of the stand fitting, stand personnel and visitors and exhibits having regard to the loading limits of the floors. Please note that stands should confirm to DDA legislation regarding the provision of ramps, where necessary, for wheelchair users.

It is compulsory to build an access on the platform to get access to the electrical /water duct on the floor if an electrical/water duct is on the booth space.

Schematic Plan

Please provide a schematic plan and sketch the location of your utilities such as furniture, power outlets, spotlights and water onto a plan. Please do not forget to mark on this schematic plan the border of your stand as well as the orientation of your drawing (to clarify where the passage and neighbouring stands are in relation to your stand).

If the schematic plan is not returned, then the ordered items will be placed at the discretion of the Exhibition Management Company and any relocation will be at the exhibitor's expense.

Stand ceilings

The covering of ceilings of stands is permitted. There is a mezzanine level above the exhibition area where posters will be displayed, therefore we recommend including a ceiling covering over any back office or storage areas of your stand.

Stand sizes/dimensions

A CAD Floor Plan is available from Natalie Dass ece2020@endocrinology.org. Please refer to this for the correct size to plan self build/space only stands on as it includes dimensions, open sides, location of pillars etc. Please study this carefully before designing your stand.

Exhibition Stand Construction – Self Build

On-site Inspection

Following the build period a check on stand construction will be carried out prior to the exhibition opening to the public. Attention will be given to the following areas:-

1. The overall height of your stand fittings (including graphics and column cladding). Within low ceiling areas, stands may not exceed a height of 2.5m. Stands under the 10m ceiling must not exceed 4.0mts in height from the floor. Any stand fitting measuring 4.0mts in height must be set back 1mt from the open perimeter of the stand.
2. On stands of two or three open sides or less (part island) that a wall has been erected (minimum height of 2.5mts metres) between any other stand and that the face of any such wall has been left in a clean and finished state (one colour with no graphics).
3. That no fixings been made to the structure of the building (if applicable).
4. That the stand is acceptable when viewed from above – this applies to stand numbers 11-16 inclusive.
5. That all waste has been removed and disposed of properly.
6. That all platform corners have been well finished and are safe.
7. That approved double-sided carpet tape has been used – please contact the Venue (see Contacts section for details) if you need advice on this. All carpet tape must be removed at the end of the Exhibition. Failure to do so will result in the Exhibitor being charged for its removal by the Venue.

Health and Safety Section

As Organiser, it is our policy to manage the event safely and make the environment safe so far as is reasonably practicable. This section has been produced to provide Exhibitors with clear, simple suggestions for understanding and implementing a suitable and sufficient safety management programme to comply with recommended Health and Safety Procedures. The Organisers will work with the Venue to assess Health and Safety Risks to all parties during the event and will impose appropriate measures in order to ensure safe Build-up, Open and Breakdown periods. Any queries on-site should be made at the Organisers Office. Queries prior to the event should be directed to the ECE Event Team, which is the appointed Exhibition Contractor (see Contacts section for details)

Some of the key risk areas are outlined below but it is vital that each Exhibitor:

- ❖ Completes and returns the [Health & Safety Declaration Form E](#)
- ❖ Undertakes their own [Risk Assessment](#) (see section on Risk Assessments)
- ❖ Obtains a suitable [Method Statement](#) from their principal contractors (self-build only)
- ❖ Provides evidence of acceptable insurance cover (up to £5 million)

Each Exhibitor is obliged to follow the Exhibition Contractor's instructions concerning the construction and furnishing of the stands including safety and cleaning as well as dismantling of the stands, exhibits and other items (including decorations).

Exhibitors are not allowed to fix anything, or cause any damage, to the floors, walls, ceiling or other parts of the building (i.e. by using nails, screws, glue or other means).

Exhibitors are not allowed to affix (in any way) their expositions, or any parts thereof, to parts of the exhibition hall. Offenders will be prosecuted.

It is forbidden to use the following items in the Exhibition Hall:

- ❖ Highly flammable or explosive materials, gas and other dangerous materials
- ❖ Goods offensive by their scent or in some other way
- ❖ Appliances producing unpleasant sound or light

If you are unsure of any of the above and require further clarification please contact the Exhibition Contractor (see Contacts section for details).

Exhibited goods must be placed in such a way so as not to obstruct (or to obstruct as little as possible) the view of the exhibition hall or the neighbouring stands. Exhibited goods must not be covered during the opening hours of the exhibition. The Exhibition Contractor will have the right to remove any such covering without being held responsible for any damage this action may cause. Exhibited goods must not be removed for the stand during the exhibition.

It is forbidden to display exhibits or to distribute goods that could disturb other exhibitors or visitors. Distribution of goods that can (or do) cause harm to visitors or exhibitors or damage the floor of the exhibition hall, the exhibition hall itself or the Venue equipment is also forbidden. Exhibits must stay within the borders of the display; portable objects must not be taken out of the stand (for example in order to demonstrate some function of the exhibit or other). Any part or section of the exhibited goods that could potentially be dangerous (such as sharp protruding instruments) must be secured.

Appointed Contractors

The Organisers have satisfied themselves that the event's appointed and recommended contractors/suppliers are competent in the tasks required of them. The Organisers have received and checked that their Risk Assessments and Method Statements are suitable and sufficient for the exhibition. Should any exhibitor wish to use the services of these appointed Contractors, then the Exhibitor at their discretion will not need to request these particular details.

Emergency Procedures

If a suspect item is discovered do not touch it but report it immediately to the Organisers' Office or contact the nearest member of the Venue security staff.

If partial or complete evacuation is necessary, it is strongly recommended that exhibitors' staff leave the building for their own safety. Organisers cannot accept responsibility for damage, loss or injury, however caused.

Fire Procedures

Exits, passages, corridors, emergency exits, staircases etc. within the exhibition area must not be blocked under any circumstances.

Fire extinguishers, hydrants, water taps, etc. situated in front of, in close proximity to or behind stands must always be visible and easily accessible.

Flammable materials - including jute, crepe paper, paper board, mats, etc must not, under any circumstances, be used in the construction of the stand, or as a part of the equipment or decoration therein. If woven materials are used to decorate the stand, they must first be impregnated with a fire-resistant substance.

Exhibitors are forbidden to store flammable materials (including packing, wrappings and containers) in or behind the stands. Neither are exhibitors allowed to set fire to flammable materials without written permission of the Exhibition Contractor in advance.

Without written permission of the Exhibition Contractor, it is strictly forbidden to demonstrate any kind of appliance that works on the principle of open fire within the exhibition area. Individual requests for permission to demonstrate such appliances is not obligatory in cases where the appliance is a part of a special set for which the Exhibition Contractor has already issued written permission. The Exhibition Contractor reserves the right to extend, or otherwise amend the conditions of the issued permission regarding this regulation.

Storage or use of containers with liquid fuel in buildings or in enclosed spaces (such as offices or caravans) is forbidden. If such a container should be used within the exhibition area, please contact the Venue for further information.

Each exhibitor is obliged to obey any instructions issued by the Exhibition Contractor, or by the fireguards in matters of the use of appliances and equipment, demonstrations, storage etc.

The exhibits and material composition of the stands must be approved by the fire department, Venue and by the Exhibition Contractor. In case of any doubt, please contact the Exhibition Contractor. All stands will be inspected by representatives of all three authorities.

Personal Protective Equipment (PPE)

Every employee, third party employee or autonomous worker must wear the appropriate PPE with special attention to the high-visibility vest/jacket and the safety shoes/boots (steel toe caps) during the setting and disassembling of stands, etc.

Health & Safety at Work Act 1974

All Exhibitors and Contractors must be aware that they have a responsibility to ensure the Health & Safety of their employees, contractors and visitors to their stand, so far as is reasonably feasible. All Exhibitors/Contractors are reminded of their responsibilities under the Health & Safety at Work Act, especially in relation to working exhibits, product demonstrations and the preparation of exhibits and other materials whilst in the Exhibition Hall.

All Exhibitors must complete and return the Health & Safety Declaration Form.

Principal areas of note are.

- ❖ The understanding of Fire and Emergency Procedures of the Venue and the location of the Venue's First Aid room
- ❖ The need to maintain emergency gangways, as specified by the Organisers, through and to the centre of the Hall, especially during build-up and breakdown.
- ❖ The use of hard hats when working beneath or near overhead working or, if this is impractical, restricting access in such areas.
- ❖ The need for operatives to wear suitable protective clothing relevant to their job which includes eye, hearing, foot and hand protection.
- ❖ The safe use and storage of flammable liquids and substances and segregation from waste and other risk areas.
- ❖ Ensuring that portable power equipment is used for the purpose for which it was designed and that safety guards are correctly fitted and used.
- ❖ Ensuring that portable electric tools are used with the minimum length of trailing leads and that such equipment is not left unattended with a live power supply to it.
- ❖ That stacker trucks are not used by other than fully trained personnel.
- ❖ That disused fluorescent type lighting tubes are disposed of safely.
- ❖ That chemicals and flammable liquids are, after use, removed from the Venue by the user or, in exceptional circumstances, brought to the attention of the Venue's Cleaning Department for safe and proper disposal. Such products must not be placed in general rubbish bins or skips.
- ❖ That any work area is maintained free from general waste materials which could be a hazard to operatives.
- ❖ That proper scaffolding is used during the construction of any building within the Hall, and that the safety features of the scaffolding are provided, as per laid down standards, and that any tower scaffold in use is properly stabilised and propped.

Health and Safety Documents

Health and Safety Declaration

The Management of Health and Safety at Work Regulations requires co-operation and co-ordination with all parties whilst sharing a workplace. It is a condition of entry into the exhibition that EVERY exhibitor, contractor, sub contractor, supplier and their agents comply with the Health and Safety at Work act 1974 (HASAWA74) and all other legislation covering the Venue. The Exhibitor accepts that it is their legal and moral responsibility to ensure that their own and others health and safety is not put at risk by their actions (or inactions) during the ECE 2019 Exhibition. All Companies must complete the Health and Safety Declaration Form affirming your commitment to co-operation and co-ordination with the Organisers and Venue.

Insurance and Liability

Exhibiting Companies are required to hold suitable Public Liability Insurance, which is valid for the duration of the exhibition, to the value of £5M for self-build stands, £2M for shell scheme stands and £1M for pop up stands. Exhibiting Companies are responsible for their own activities and those of their Contractors whilst on site. Contractors who are engaged by an Exhibiting Company are not required to submit their policy details but the client/Exhibiting Company is strongly advised to ensure that a valid policy of Public Liability Insurance is in place for the duration of works.

Method Statement

If you are building your own stand or other complex structure at the exhibition, you must submit a full Method Statement to the Exhibition Contractor at the same time as your stand plan, risk assessment and structural calculations. If you have any queries regarding this or need further information, please contact the ECE Event Team (see Contacts section for details).

Risk Assessment

Each exhibitor (space only and shell scheme) must undertake a Risk Assessment prior to the Exhibition, identifying the hazards present on site and ways in which you will then minimise and control these hazards (see [Form D](#)).

All exhibitors must complete and return their mandatory Risk Assessment Form. A risk assessment template and guidelines for completing this are included at the back of this Manual. Exhibitors can produce their own if preferred.

THE ABOVE MENTIONED FORMS MUST BE COMPLETED AND RETURNED BY THE STATED DEADLINE – ACCESS TO BUILD THE STAND WILL NOT BE GRANTED IF THESE ARE NOT COMPLETED AND RETURNED.

Health and Safety – Exhibitor Checklist

- ❖ Appoint a responsible person for the build-up, open and breakdown periods.
- ❖ Photocopy the Emergency Regulations contained within this manual and ensure that they are distributed to all your staff and contractors.
- ❖ Sign and return a copy of the Health & Safety Declaration enclosed with this manual. Please note we will not be able to issue your badges and passes prior to the receipt of your Health and Safety Declaration.
- ❖ At the tender stage ask to see your principal contractors' Risk Assessment specifically designed for the unique exhibition environment. Ask for the staff training record, accident statistics, take up references and ask to see proof of previous work standards – in short satisfy yourself that your Contractors are reliable and competent.
- ❖ Produce a Risk Assessment for your activities on-site and a suitable Method Statement and submit these to the Exhibition Contractor along with your stand design.
- ❖ Provide suitable training and information to your staff and Contractors regarding the on-site risks in order for them to understand and fulfil their responsibilities.
- ❖ Plan your time during build-up and breakdown. If necessary schedule a late working rota.
- ❖ Review your findings after the event to discover areas that need attention, where accidents occurred and take appropriate action for the future.

Exhibitor Registration and Entitlements

Sponsors

Sponsors will receive the following complimentary entitlements:-

Gold Sponsors receive:

- 3 x complimentary Congress registrations
- 15 x complimentary Exhibitor passes (for stands up to 25m²)
- For each additional 12m² of stand space purchased you receive an additional 2 Exhibitor passes

Silver Sponsors receive:

- 2 x complimentary Congress registrations
- 10 x complimentary Exhibitor passes (for stands up to 25m²)
- For each additional 12 m² of stand space purchased you receive an additional 2 Exhibitor passes

Bronze Sponsors receive:

- 1 x complimentary Congress registrations
- 5 x complimentary Exhibitor passes (for stands up to 25m²)
- For each additional 12 m² of stand space purchased you receive an additional 2 Exhibitor passes

Non-Sponsors

If you have not purchased a Gold, Silver or Bronze sponsorship package but you have bought one of the Exhibition Packages at the Congress you will be entitled to the following complimentary allowances:

Self-Build Exhibitors (without a sponsorship package)	2 Exhibitor passes for each 9m ² of stand space
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Shell Scheme Exhibitors	2 Exhibitor passes for each 9m ² of stand space
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All sponsors must provide names for their complimentary registrations and Exhibitor passes. Please complete the Exhibitor Registration spreadsheet and return by **Thursday 23 April 2020**. Note: this must include ALL those who will be on your stand at any time during the live days including agency staff, baristas etc. and your satellite faculty (if they are not registered via the main online ECE registration system).

If you wish to purchase additional Congress registrations, exhibitor passes or tickets for the Congress Dinner these must be ordered via the [Exhibitor Registration Form](#) (a copy of this form will also be made available on the ECE 2020 website to download).

Please note that ALL additional registrations and dinner tickets, outside of your allowance, will be invoiced following the deadline for receipt of the registration form.

Arrangements and costs for registration and accommodation for attendance at the Congress are the responsibility of the ECE 2020 Corporate Supporter.

Terms and Conditions of Exhibiting

Cancellation of Contract

Following receipt of the signed contract, cancellation or any changes to the original booking must be made in writing to the ECE Congress Secretariat. The following cancellation charges will apply:

Cancellation before 31 October 2019	10% of total cost
Cancellation between 1 November and 30 December 2019	50% of total cost
Cancellation after 1 January 2020	100% of total cost

N.B. All prices are exclusive of VAT. VAT will be charged as applicable and is subject to changes in legislation.

Cancellation of Exhibition

In the event of the Exhibition having to be cancelled, curtailed, postponed or abandoned due to circumstances outside the control of the Organisers, the Exhibitor, his Agents or Contractors shall have no claim against the Organisers for loss of incurred costs or expenses. It is recommended that the Exhibitor arrange appropriate insurance to cover their loss of all potential costs, expenses and deposits arising out of the cancellation, curtailment, postponement or abandonment of the Exhibition, including such costs which may arise as a result of the Exhibitor failing to vacate the Venue by the end of the tenancy period.

Exhibition Floor Plan Amendments

The Congress Organiser reserves the right to alter the layout of the exhibition floor plan if such action is deemed necessary. Where this results in an amendment to the exact site of the location of individual stands the Exhibitor undertakes to agree to any such amendment to the location or the space re-allocated by the Congress Organiser.

1. Definitions

The term 'ECE 2020 Supporter' in all cases refers to the company supporting ECE 2020. The term 'Exhibition' in all cases refers to the Industry Exhibition being held in conjunction with the 22nd European Congress of Endocrinology. The term 'Exhibitor' includes any person, firm, company or corporation and its employees and agents to whom space has been allocated for the purpose of exhibiting at the Exhibition. The term 'ECE 2020 Congress Secretariat' means Bioscientifica on behalf of the ECE. The term 'Satellite Symposium Provider' refers to ECE 2020 Supporters holding a satellite symposium at ECE 2020.

2. Registration and accommodation

Arrangement and costs for registration and accommodation for attendance at the congress are the responsibility of the ECE 2020 Supporter.

3. Application

The ECE reserve the right to refuse any application or prohibit any application for support without assigning any reason for such refusal or prohibition.

4. Event cancellation, timings and dates

The ECE reserve the right to change the Venue and dates for the ECE 2020 and Exhibition, and to hold the ECE 2020 and Exhibition at a different Venue on other dates as near to the original dates as possible, utilising the right only when circumstances necessitate such action and without any liability to the ECE.

The ECE accept no responsibility for any damages if the event is not performed due to any obstacle or hindrance outside the control of the ECE which the ECE could not reasonably have foreseen when signing the ECE 2020 Supporters Contract and which the ECE could not have avoided at a reasonable effort or cost. Such obstacles and hindrances include, but are not limited to, the outbreak of war, civil riots, governmental or other obstacles for the

freedom of travel, union actions, natural disasters, fire, flooding, and any other circumstances that fall within the meaning of the above.

5. Deposit

50% of the stand cost + VAT will be invoiced on receipt of a signed booking form and the remainder will be invoiced in December 2019. No booking will be confirmed until the deposit has been paid.

6. Payment

All invoices must be paid by the deadlines shown. In the case of late payment, the organisers reserve the right to resell the space. Full payment of exhibition invoices is required prior build-up of the exhibition. Exhibitors with payments outstanding will not be allowed to build their stands.

7. Cancellations

Cancellations and changes to your original booking must be made in writing to Victoria Withy.

Cancellation before 31 October 2019	10% of total cost
Cancellation between 1 November 2019 and 30 December 2019	50% of total cost
Cancellation after 1 January 2020	100% of total cost

8. Changes in size of reserved space

The organisers reserve the right to allocate an exhibitor to a new location within the exhibition area in the case of a change in size of the reserved exhibition space.

9. Allocation of stands

Priority booking will be given to corporate supporters and sponsors based on their level of support. After these parties have been provided with the opportunity to select a stand space, stands will then be allocated on a first-come first-served basis.

10. Staffing of stands

Exhibitors will be required to ensure that their stands are staffed during the scheduled refreshment breaks, at a minimum, and are encouraged to staff their stands during the open hours of the exhibition. Stands must not be dismantled before the published closing time.

11. Registrations

Exhibitors are entitled to two free exhibitor registrations per 9m², and two additional exhibitor registrations per additional 9m² booked up to a maximum of 12 registrations.

12. Sharing of stands

Exhibitors are not permitted to share with others any booth space allotted to them without prior written consent from the organisers.

13. Sub-letting

Exhibitors shall not sub-let the whole or any part of the stand allotted to them without the written consent of the organisers.

14. Amendments to exhibition layout

While every effort is made to preserve the published layout of the exhibition, the organisers shall be entitled to vary the layout if this is in the general interest of the exhibition.

15. Stand design

Any exhibitors occupying space-only stands are required to submit a detailed plan of their stand to the organisers for approval by 12 March 2020.

16. Layout of stand

To maintain an open exhibition area, exhibitors are requested to maintain sides of stands adjacent to aisles open. Island stands should be accessible from all four sides.

17. Flow of delegates

Nothing may impede the free flow of delegates in the aisles. This means that nothing may be built in the aisles, nor may furniture or equipment stand in the aisle space.

18. Build-up

No one under the age of eighteen will be permitted on the exhibition during build-up, open hours, closed hours or dismantling.

19. Maximum stand height

The maximum height for any part of any stand will be 2.5m to 4m depending on the stand location. Shell scheme stands are 2.50m high.

20. Laser shows

No laser shows will be allowed at this event.

21. Disruption to other exhibits

The organisers reserve the right to restrict exhibits, which, because of noise, method of operation, materials or any other reason, become objectionable to other exhibitors or to delegates.

22. Give-aways and distribution of printed materials

Give-aways and printed material may only be distributed in the space rented by the exhibitor in the exhibition hall, in hospitality suites, or at satellite symposia. Product identification is permitted on giveaways. Contests, lotteries and raffles are subject to approval by the organisers.

23. Product disclaimer

The acceptance of a product or service for exhibition does not in any manner constitute an endorsement by the organisers. Each exhibitor and/or sponsor is responsible for the material and information they make available at the meeting. Exhibitors and sponsors should only present material and information which has been approved by their legal departments and which is in compliance with the legislation of the host country of the meeting. It is the responsibility of exhibitors and sponsors to address these issues and any conflicts arising from such matters directly among themselves as the Organisers will not arbitrate in any way in legal issues of this nature.

The International Pharmaceutical Congress Advisory Association's (IPCAA) Code of Conduct, Medical Congress Guidelines and Housing Guidelines, and the Code of Practice of the European Federation of Pharmaceutical Industries and Associations (EFPIA) should also be adopted.

24. Liability

The organisers cannot accept responsibility for damage caused by an exhibitor nor for loss sustained by an exhibitor. Exhibitors or their agents must not damage or deface the exhibition facility or the booths and equipment of other exhibitors. When such damage occurs, the exhibitor is solely responsible and is liable to the owner of the property. Exhibitors must make provision for the safeguarding of their goods, materials, equipment, and displays at all times.

25. Security and insurance

The organisers will not be held responsible for any loss or damage to exhibitors' goods and exhibitors are reminded that they should take out their own insurance to cover for this. Health and Safety at Work Regulations It is the responsibility of the exhibitor to ensure that his contractor, employees, displays and exhibits comply with the latest legislation regarding Health and Safety at Work regulations.

Appendix

Compulsory forms to be returned to the Event Organiser by the allotted deadline stated on p.3 & 4	
Company Name, Profile and Logo	Form A
Stand Plans and Contractor details	Email to ece2020@endocrinology.org
Risk Assessment	Form D
Health and Safety Declaration	Form E
Method Statement	Form F
Exhibitor Registration Passes	Form 4
Advert specification on request	Request from ece2020@endocrinology.org
DHL – Official Freight Forwarding forms	
DHL Congress Bag Inlay Information	Bag insert information
DHL Freight Forwarding Services: DHL Order Form/ Shipping Manual/ Tariff	Shipping Manual , Tariff , Order form
Exhibition Order form – Optional – including:	Order form
Shell Scheme Fascia Nameboard	
Furniture Rental	
AV	
Internet (hard wire) connection	
Telecoms	
Electrics/power	
Flowers and plants	
Hostesses	
Cleaning	
Carpet	
Waste	
Security	
Exhibition Catering Order Form - Optional	Catering order form – exhibition stands

Exhibitor FAQs

How do I book stand personnel?

Please contact Triumph Exhibitions (details on [Contacts](#) page).

Where can I find the social programme?

Due to regulations, ECE will be NOT be advertising the social programme on the website, tickets are available to buy on the registration system, or by including this on your exhibitor personnel booking form. Details of the 'informal networking evening' will be emailed to delegates.

What is the delivery date and address for bag inserts?

(NB these need to be booked separately to an exhibition stand at an additional cost.)

3800 copies to be delivered by 7 May 2020 to:

ECE 2020

DHL Trade Fairs & Events (UK) Ltd

Unit 17 & 21, 2nd Exhibition Avenue

Birmingham, B40 1PJ United Kingdom

ATTN: Mr. Matthew Spokes PHONE: 0044 121 782 4626

How can I book electrics, AV, IT equipment, furniture etc?

Please use the [online order form](#) and submit to Triumph Exhibitions.

Are there any pillars in the exhibition hall?

Yes – please see [the floor plan](#).

Where are the entrances/exits into the exhibition hall?

Delegates will access the exhibition hall via the stairways between stands 21/22 and 23/24. Access can also be gained via the lifts behind stand 5 for those unable to use the stairways. Delegates must pass through the exhibition area in order to access the main plenary hall, the first breakout room and the poster area.

Is the hall carpeted?

No. All shell scheme stands include carpet but carpet for self-build stands must be ordered separately.

Are there any advertising/banner opportunities around the building?

Please contact Victoria Withy: Victoria.Withy@ese-hormones.org to discuss.

Where is the delegate registration?

Registration is on the ground floor (Floor 0).

Where will the Welcome Reception be?

In the Exhibition Hall.

Is the venue centrally located?

Not in the town centre, around a 40 minute walk or 10-15mins by taxi or metro. The Vyšehrad underground station is adjacent to the venue and provides easy access into the centre of Prague. [Click here](#) for more information.

How many copies do I need to send for the delegate bag inserts and where do I send these?

Please provide 3800 bag inserts. Please see the [shipping forms](#) for more information.

Lecture theatres

Are they flat floor or banked seating?

Main hall (Congress Hall) and Forum Hall are tiered, all others are flat.

Is there room outside for catering?

Yes, in the foyer areas.

Capacities of lecture theatres

Level 0

Small Hall = Breakout room (300 theatre).

Level 1

Panorama Hall = Breakout room (400 theatre).

South Hall 1 = Breakout room (430 theatre).

Level 2

Congress Hall = Plenary room (2764 theatre).

Forum Hall = Breakout room (1034 theatre).

South Hall = Breakout room (430 theatre).

Level 3

South Hall 3 = Breakout room (600 theatre).

Hotels

How far are the hotels from the congress venue? (walking distance & by car)

Please see the [accommodation section on the ECE website](#).

Costs/star rating/capacities of hotels?

Please see the [accommodation section on the ECE website](#).