

# Industry Symposia Manual

Dear Supporter,

We are happy to present you with the **ESPGHAN 2023 Annual meeting** Industry Symposia Manual which will take place in **Vienna, Austria** on **17 – 20 May 2023**.

## **Venue address:**

### **Austria Center Vienna**

Bruno-Kreisky-Platz 1

A-1220

Vienna, Austria

This manual covers important information and is designed to assist in preparing for your Industry Session. We trust that you will find it helpful and suggest that you read all the information presented. 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.** Each supporter will receive an e-mail with login details to access the Portal. The Portal enables supporters to:

- Submit a company logo and profile
- Submit deliverables as per contract
- Order lead retrievals/scanners

The login details will be sent to the person signing the

contract. This person is responsible for passing on the login details to third party if needed.

Access to all Portal services will be available only after submission of your company profile and logo.

Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.



Lastly, Kenes Group is offering participants and supporters special rates for various hotels in Berlin. Information, pictures, location and rates are available on the hotel accommodation page:

[click here](#) or email us at [aivanova@kenes.com](mailto:aivanova@kenes.com)

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

We look forward to welcoming you in Berlin and wish you a successful Industry Session!

<b>Action Item (Please refer to your signed contract)</b>	<b>Deadline</b>	<b>Contact Person</b>
Staff Hotel Reservation	As soon as possible	Anna Ivanova <a href="mailto:aivanova@kenes.com">aivanova@kenes.com</a>
Payment of Invoice Balance	Must be received in full <b>one week prior</b> to the Meeting	<b>Pazit Hochmitz</b> <a href="mailto:phochmitz@kenes.com">phochmitz@kenes.com</a>

Symposium Preliminary Program (for approval by Scientific Committee)	<b>Tuesday, 31<sup>st</sup> January</b>	Please send by email in the requested specifications to Industry Coordinator: <a href="mailto:sstoyanova@kenes.com">sstoyanova@kenes.com</a>
Symposium Final Program (for approval by Scientific Committee)	As soon as possible and no later than <b>6 weeks prior to the meeting</b>	
Advertisement inside the Program book	<b>6 weeks prior to the meeting</b>	
Promotional E-mail Blast (Exclusive and Joint)	<b>Wednesday, 19<sup>th</sup> April</b>	
Text for Push Notifications for Mobile app	<b>Wednesday, 19<sup>th</sup> April</b>	
Mobile app adverts	<b>Wednesday, 19<sup>th</sup> April</b>	
Onsite Bag Inserts	<b>Wednesday, 19<sup>th</sup> April</b>	
 <b>Badge Scanner/ Lead Retrieval System</b>	<b>Wednesday, 5<sup>th</sup> April</b>	To reserve your Scanners, please refer to the on-line Exhibitor's Portal
 Placing orders for Voting/ 'Ask the Speaker' and other Technology Products and Services	As early as possible, preferably before <b>Wednesday, 5<sup>th</sup> April</b>	<b>Jimena Meymar</b> <a href="mailto:jmeymar@kenes.com">jmeymar@kenes.com</a>
Hostesses & Temporary Staff Hire	Please directly contact the company	<b>Destination Management Mondial GmbH &amp; Co. KGDoris Sequeira-Seidl</b> Mobile: +43 1 58804-167, f -179E-mail: <a href="mailto:seidl@mondial-travel.com">seidl@mondial-travel.com</a>

Catering Services	Please directly contact the catering company	<b>Motto Catering GmbH</b> <b>Thomas Huszar</b> Mobile: +43 664 881 802 98 E-mail: <a href="mailto:t.huszar@mottogroup.at">t.huszar@mottogroup.at</a>
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms <b>ONSITE</b>	Please directly contact the AV coordinator	<b>Mike Perchig</b> <a href="mailto:nest@nest-av.com">nest@nest-av.com</a>
<b>Shipping &amp; Material Handling Services</b>		
Door to door	Please contact Merkur Expo Logistics	<b>Irit Sofer</b> <a href="mailto:Irit.sofer@Merkur-expo.com">Irit.sofer@Merkur-expo.com</a>
Airfreight shipments		
Shipment via Advance Warehouse	No later than <b>Wednesday, May 10<sup>th</sup>, 2023</b>	
Direct to the Venue	Subject to time slot only full load trucks	

**\*Industry Symposia Timetable please click [here](#).**

Timetable and halls are subject to changes. The most updated timetable is published on the [Meeting website](#).

### **Important notes:**

- Industry Symposia are not included in main event CME/CPD credit.
- Please coordinate when you would like to set up the hall prior to the start of your Symposium with **Stephanie Stoyanova**. A member of the Kenes Operational team will be available should you need any assistance.
- Handouts can be distributed at the entrance to the Symposium Hall; however, it is **NOT** permitted to place material on the chairs inside the hall.
- Printed tent cards placed on the head table are allowed

and should be produced and provided by Supporter.

- We ask presenters to follow the time schedule precisely in order that the day's events may run smoothly. An updated scientific timetable can be found on the [ESPGHAN 2023 Website](#).

## Catering

- Catering is **exclusive** to **Motto Catering GmbH** and should be ordered in advance. Supporters who wish to order food and beverages for their symposium, meeting/hospitality room or exhibition booth, are welcome to do so directly with them.
- Food and drinks are allowed to be taken into the symposium halls (excluded hot dishes). If you are considering having catering together with the symposium, please note that additional charge will be applied for cleaning the hall immediately following the

If you are planning to have catering/lunch boxes together with the symposium, it is recommended to indicate in all publications that lunch/refreshment will be served as long this is not contradicting the supporter's internal compliance policy.

## Speaker's Expenses

*As indicated in the sponsorship agreement, the supporting company, in addition to the support fee, must cover all speakers' expenses, including registration fees, accommodation and travel expenses. This also applies in the case where the Sponsored Symposium speakers have already been invited by the Conference.*

## Technical Rehearsal Onsite

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Conference Audio Visual Coordinator, Mike Perchig at:

[nest@nest-av.com](mailto:nest@nest-av.com)

A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians.\***Industry Symposia Timetable will be shared shortly after full confirmation of the supporting companies.**

Timetable and halls are subject to changes. The most updated timetable is published on the [Conference website](#).

### **Important notes:**

- Industry Symposia are not included in main Conference CME/CPD credit.
- Please coordinate when you would like to set up the hall prior to the start of your Symposium with **Stephanie Stoyanova** and **Aleksandra Sinapova**. A member of the Kenes Operational team will be available should you need any assistance.
- Handouts can be distributed at the entrance to the Symposium Hall; however, it is **NOT** permitted to place material on the chairs inside the hall.
- Printed tent cards placed on the head table are allowed and should be produced and provided by Supporter.
- We ask presenters to follow the time schedule precisely in order that the day's events may run smoothly. An updated scientific timetable can be found on the [ATTD 2023 Website](#).

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<b>Symposia Halls – Technical Details</b>			
<b>Hall Name</b>	<b>Location</b>	<b>Hall Capacity</b>	<b>Hall Layout</b>
Plenary Hall/ Hall A	Level 2	3000 pax	Theatre
Hall B	Level 2	660 pax	Theatre
Hall C	Level 2	660 pax	Theatre
Hall D	Level -2	1440 pax	Theatre

Hall G	Level -2	440 pax	Theatre
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*\*For a 3D tour of the venue, please click [here](#).*

Head Table in Plenary Hall (A) on Level 2	
<ul style="list-style-type: none"> <li>• Head table Dimensions: W 640sm x H 82sm (Includes <b>4 table</b> modules)</li> <li>• W of each module 1.60m x H of each module 0.82m</li> <li>• For Head Table branding, please refer to the <b>*note</b> below</li> </ul>	<p>Sufficient seating for up to <b>8 people</b></p>  <p><b>*Please inform us about the number of speakers you expect.</b></p>
Head Table in B;C on Level 2 and D; G Level -2	
<ul style="list-style-type: none"> <li>• Head table Dimensions: W 480sm x H 82sm (Includes <b>3 table</b> modules)</li> <li>• W of each module 1.60m x H of each module 0.82m</li> <li>• For Head Table branding, please refer to the <b>*note</b> below</li> </ul>	<p>Sufficient seating for up to <b>6 people</b></p>  <p><b>*Please inform us about the number of speakers you expect.</b></p>

Speaker Lectern in All Halls	
<ul style="list-style-type: none"> <li>• Guidelines and specifications will be advised shortly</li> </ul>	Picture will be available soon

- For alternative/additional arrangements please



contact the Industry Coordinator at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

- Please note that the head table and lectern will be branded with the general Meeting branding.
- If you are interested to have your own company branding for the head table, please contact: Katahrina Wedam at [katahrina.wedam@standout.eu](mailto:katahrina.wedam@standout.eu)
- Please note that Standout hold exclusivity on providing branding services.
- They will be able to propose to you a signage attached with hooks, which will be placed on top of the Meeting branding of the head table. The reason is that the meeting branding cannot be removed as it can be easily damaged.

Click [HERE](#) for hall visuals.

#### **Audio-Visual (AV) Equipment**

*Information will follow up on a later stage.*

#### **Presentations Upload Onsite**

If you are using a PowerPoint presentation (or any other PC-based application), please note that you have to deliver it on a USB Memory stick to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and at least 2 hours before the start of the session.

Please note that only conference computers are used in the session halls. These are supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where

your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

## **IMPORTANT NOTE FOR MACINTOSH USERS**

To use MAC presentations on the PC compatible conference computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

- Convert it to PowerPoint or PDF. Use a common font, such as Arial, Times New Roman, Verdana etc. (Special characters might be changed to a default font on a PowerPoint-based PC).
- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the Presentations during the rehearsal. Please plan directly with the Conference Audio Visual Coordinator, Mike Perchig at: [nest@nest-av.com](mailto:nest@nest-av.com)

## **Symposium Promotion Onsite and Virtual**

Due to CME/CPD accreditation criteria for this Conference, the following rules apply:

- **Meeting banner** should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- When promoting your symposium, please always indicate on any of your promotional materials **“This session is not included in the main event CME/CPD credit”**
- When promoting your symposium, you are allowed to use

the phrase: **“Official symposium of The 55<sup>th</sup> Annual Meeting on the European Society for Paediatric Gastroenterology, Hepatology and Nutrition”**, which will take place in **Vienna, Austria 17 – 20 May, 2023**

In addition, it is not permitted to use the **ESPGHAN 2023 logo** on any of the symposia materials. **Session Agenda for Onsite and Virtual**

The final session agenda should include the following information:

- Session Title (up to 110 characters including spaces)
- Session Description (up to 200 words, you can also include hyperlinks inside of it)
- Speaker Presentations Titles
- Timing – duration of each speaker presentation and full timing of the agenda
- Speaker/Moderator Full Name
- Speaker/ Moderator Country
- Speaker/ Moderator E-mail
- Speaker/ Moderator Affiliation
- Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

- Speaker **Bio** – up to 200 words.
- Speaker **Photo** – 180×240 px, JPG Format

Please [click here](#) in order to provide above requested information as soon as possible and no later than **6 weeks prior to the start of the meeting**, if you need any assistance please contact the Industry Coordinator: Stephanie Stoyanova at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

If you wish to live stream your session from the Hall to the platform, please contact our Product Marketing Team at [jmeymar@kenes.com](mailto:jmeymar@kenes.com)

Please note:

*Council members cannot speak in satellite symposia. The programme of a satellite symposium must be of general scientific content. The satellite symposium programme must be submitted to the organizers in advance of the event and approved by ESPGHAN. The chairperson of the satellite symposium should not be employed by or otherwise dependent on the sponsoring company but be a health care professional or academician not employed by a company related to the symposium. This includes former or retired employees. The chairperson has a responsibility to oversee that the messages and conclusions presented during the symposium are based on available scientific data. The sponsor should inform the chairperson(s) of this responsibility. In addition, the holder of a satellite symposium and the chairperson are jointly responsible for adhering to the assigned time slot of the symposium.*

### **Session Attendance Tracking for Virtual Platform:**

Each supporter will receive the contact details of participants who clicked on the session and agreed to share their details (First name, last name, and e-mail).

Two reports will be shared: one immediately after the Conference, and the second report will be shared 3 months after the Meeting. **Guidelines to follow when creating your promotional items and content:**

- When creating adverts for **mobile app, program book and mailshots** is allowed to promote product, symposia, or company promotion. Only when promoting symposia please add the following text inside: ***This session is not included in main event CME/CPD credit***

- When creating adverts for External and Internal lobby flags in the virtual platform is allowed to promote symposia or company promotion. Only when promoting symposia please add the following text inside: ***This session is not included in main event CME/CPD credit***

## 1.Mobile App Push Notification

For supporters entitled to a push notification as per their signed contract, kindly submit the text by **Wednesday, 19<sup>th</sup> April** to [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com) according to below guidelines:

- Message Title – Maximum 40 characters including spaces
- Message body – Maximum 140 characters including spaces
- Preferred date and exact local time, please with your industry coordinator
- \*Note the final schedule will be determined closer to the conference, considering other push notifications.
- **Push notifications will be sent out during breaks in order not to disturb the participants who are inside the halls.**

## 2.Mobile App Advert

For Supporters sponsoring the App please send via email to [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com) by **Wednesday, 19<sup>th</sup> April**.

- File format: PNG or JPG (up to 800 KB)  
Size: 780 x 1688px
- We recommend avoiding using small text, so the advert could be readable when displayed on a mobile screen.



### 3. Program Book Advertisement

For Sponsors entitled to adverts in the printed program book as per their signed contract, please submit the file via the Exhibitor Portal no later than **Monday, 10<sup>th</sup> April** in one of the following formats at a resolution no less than 300 dpi: EPS, Illustrator, JPG or PDF. Please refer to the diagram here under for advert dimensions for the final program.



### 4. Onsite Bag Inserts

**Bag inserts are to be printed and delivered by the supporter.**

**Should you be entitled to a bag insert as per your contract, please follow the below procedure:**

- Please submit the **final artwork** (prior to printing) for approval no later than **Wednesday, 19<sup>th</sup> April**.
- The bag insert should not exceed a double side of standard A4 dimensions.
- A quantity of 3300 inserts is requested. We recommend checking the latest registration numbers with the Industry Coordinator, before printing.
- Bag inserts must arrive at the advanced warehouse **no later than May 10<sup>th</sup>** to be included in the Meeting bags.
- Please inform the industry Coordinator your sender contact information, in case we need to contact him/her.
- When promoting your Symposium, please include the following disclosure: ***This session is not included in main event CME/CPD credit.***

### Important Notes Regarding Shipping of Bag Inserts:

- Bag inserts must arrive at the advanced warehouse

**no later than May 10<sup>th</sup>** to be included in the Meeting bags.

- ***Merkur*** is the official logistic agent for the **ESPGHAN 2023 Annual Meeting**. To assure the safe and timely arrival of your inserts, we strongly recommend sending the inserts via ***Merkur* warehouse** (fees will incur). Further details can be found in the [Shipping Instructions](#).
- Packages should be labeled (Green Label) with the supporting company name, name of the responsible person (who will be onsite), and the name and date of the event. Please also make sure to state 'Bag Inserts' on all packages.
- Supporters may deliver the Inserts directly to the venue door. Please note that all materials entering the venue incur a handling charge (including bag inserts and display items). No other company is permitted to deliver operate, and handle goods inside the venue.
- Any deliveries made directly to the venue without going through the official logistics agent, will be at the supporter's own risk. If they do not arrive on time or are mislaid, the conference organizers and official logistics agent will not take any

## **5. Promotional Email Blast – Exclusive**

Sponsors entitled to an Industry Mailshot as per their signed contract, please [click here](#) for the design requirements.

Please make sure to forward these guidelines to your web-designer/programmer. Please upload the HTML version of your mailshot and other relevant files together in zip folder and send us everything with the **subject line** to Stephanie Stoyanova at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com) **no later than 2 working weeks before your scheduled date for send out of your**

mailshot.

***\* In the case where the supporter cannot provide a compliant HTML file, they may provide an image and it will be coded to HTML for an additional charge of € 250.***

## **6. Post Congress Exclusive E-mail Blast**

The exclusive e-mail blast will be sent out to pre-registered participants who have agreed to receive promotional material from supporters.

Please advise us the exact launch date of the Post Conference E-mail Blast by **Wednesday, 19<sup>th</sup> April**.

Please make sure to forward these guidelines to your web-designer/programmer. Please upload the HTML version of your mailshot and other relevant files together in zip folder and send us everything with the **subject line** to Stephanie Stoyanova at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com) **no later than 2 working weeks before your scheduled date for send out of your mailshot.**

### **Important notes for both Pre and Post meeting Mailshots:**

- In case the webmail is promoting a sponsored session, please include the following disclaimer: *This session is not included in main event CME/CPD credits.*
- It is not allowed to use the society logo.
- The event's banner will be added to the webmail's header by Kenes.
- The "From" field will be "ESPGHAN 2023 Supporters".
- The exact launch date will be determined by Kenes in due course.



- The E-mail Blast will be sent out to the preregistered delegates who have agreed to receive promotional material from supporters.
- Content received after the deadline may be processed for an additional fee.

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. The symposium signage should be produced by the supporter.

### **1.Session Hall Signage**

- ***Self-Standing Sign at the Entrance***

One stand-alone sign to be placed at the entrance of the session hall 30 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign: This session is not included in main event CME/CPD credit

- ***Stage Banners***

- 1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.
- Banner placed in front the head table facing audience. (For dimensions, please refer to Section 4: Symposium Session Hall).

### **2.Self-standing signage in the Exhibition Area**

The Supporter is entitled to place one sign (W85cm x H200cm) advertising the Symposium on the day of the session only. The sign may be placed in the exhibition area during exhibition opening hours. Please liaise onsite with the Kenes Staff.

Please note:

Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes.**Wi-Fi**

Free Wi-Fi will be available at the event venue. Please be

aware that public Wi-Fi capacity is limited. Therefore, it is restricted to email and web browsing activity.

Should you require Wi-Fi or an internet line during your symposium, please let us know in advance and we will send you a quote.

**Contact person: Stephanie Stoyanova** at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

## **Meeting Rooms / Hospitality Rooms**

Supporters interested in renting a meeting room during **ESPGHAN 2023 Annual Meeting** should contact Industry Liaison & Sales, **Mrs. Renata Gorinstein** at: [rgorinstein@kenes.com](mailto:rgorinstein@kenes.com)

## **Blackout Policy**

ESPGHAN kindly requests that all congress supporters (sponsors, exhibitors, special interest groups and other stakeholders) respect the ESPGHAN blackout policy and refrain from holding organized meetings or events for more than 8 people during the annual meeting scientific programme.

## **Waste Disposal**

Please note that it is the supporter's responsibility to leave the symposium session hall in a clean and tidy manner once your symposium has finished. Any items such as leaflets, banners, roll-ups must be removed from the hall at the end of your session. Any discarded waste, including promotional material, left behind will be removed by the Meeting organizers at the expense of the supporter concerned.

## **Onsite Badges**

Each supporter is entitled to 10 Symposium badges which allow access to the supporter's symposium only (Individual names will not appear on the badges). Symposium badges can be collected 2 hours prior to the session from the Registration Desk and should be returned to the desk after the session ends.

## **Catering**

**Motto Catering GmbH**

**Thomas Huszar**

Mobile: +43 664 881 802 98

E-mail: [t.huszar@mottogroup.at](mailto:t.huszar@mottogroup.at)

## **Hostesses & Temporary Staff Hire**

**Destination Management**

**Mondial GmbH & Co. KG**

**Doris Sequeira-Seidl**

Mobile: +43 1 58804-167, f -179

E-mail: [seidl@mondial-travel.com](mailto:seidl@mondial-travel.com)**WHAT IS K-LEAD APP?**

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

**HOW DOES IT WORK?**

Exhibitors and supporters can download the “K-Lead” app onto their **own smart phone or company tablet** and transform their device into an instant, easy lead retrieval system and capture participants’ full contact information with a quick scan of their badge (Exact operational guidelines will be shared in due course).

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor’s comments for each lead
- Ability to quickly scan delegates as they enter the session hall by using the “Quick Scan” function
- Application is available for download from Apple store or Google play: “K-Lead App”.

## **COST**

Cost per license – **EUR 600** (excluding 4% credit card charges fees, excluding VAT if applicable) **device is not included –**

**Order deadline is Wednesday, 5<sup>th</sup> April**

Onsite price is **EUR 750** (excluding 4% credit card charges fees, excluding VAT if applicable)

## **HOW TO PLACE AN ORDER?**

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

Login details to the Portal have already been sent to the primary contact listed in our system upon signing the sponsorship agreement.

## IMPORTANT TO KNOW

In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).

Kenes will not share delegate's personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.

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

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

If further assistance is required to place your order, or you have not received your login details please contact the Exhibition & Industry Coordinators, Stephanie Stoyanova at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com) **Maximize your Participant Experience – Use our innovative technologies for your Symposium**

Kenes is proud to deliver a wide variety of quality onsite technology products and services.

We offer:

- **Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting, Evaluations**, and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services in any language:** We can provide the

traditional solution with local interpreters and hiring headphone receivers. Alternatively, we offer *app translation* with remote interpreters. In this case the participants stream the translation through an app on their smartphones.

We also provide tailor made customized solutions – [contact us](#) to make it happen!

**For more onsite products opportunities and price quotes – [Click Here](#)**

***PLEASE NOTE:*** All product solutions are offered exclusively by Kenes Group.

*Please contact us to discuss your needs and our relevant solutions.*

Please submit your order by **Wednesday, 5<sup>th</sup> April**. Orders received after the deadline will incur rush fees.



Kindly note that *Merkur Expo Logistics GmbH* is the sole official on-site agent nominated by *Kenes Group* to handle all in/out shipments arriving to this meeting.

Contact details:

***Merkur Expo Logistics GmbH***

Mrs. Irit Sofer

Mobile: +972-52-8890129

Email: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to the hall/exhibition-stand, forklifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the meeting. Please follow the instructions closely.

The shipping instructions includes:

- Shipping Instructions
- Tariff
- Material Handling Form
- Shipping Labels

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the official shipping agent with the following information prior to shipping:

- Number of pieces (pallets, boxes, cartons, etc.)
- Way of transport (road freight, courier services, airfreight, ocean)
- Airway bill number

Supporters may choose to use their own services to deliver their goods to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

*Merkur* has the responsibility of receiving and handling all materials for a fee as published on the “Tariff” section at the end of this manual. Handling rates are based on the incoming weight of shipments.

***Merkur Expo Logistics* must receive the payment before forwarding freight.**

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

**Shipments sent directly to the venue prior to Monday, 15<sup>th</sup> May will be refused by ACV Vienna**

### **Insurance of Goods**

All cargo should be insured from point of origin.

To view the **full ESPGHAN 2023 Annual Meeting Shipping Instructions**, including Tariffs, Material Handling please select the relevant links:

- [Shipping Instructions](#)

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



For any questions/clarifications, please contact:

Merkur Expo Logistics

Contact: Mrs Irit Sofer

Mobile: +972-52-8890129

E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

### **Kenes Contacts:**

### **Conference Organiser**

#### **Kenes Group**

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

Fax: +41 22 906 9140

### **Hotel Sales Manager**

#### **Anna Ivanova**

Tel: +41 22 908 0488 Ext: 292 | E-mail: [aivanova@kenes.com](mailto:aivanova@kenes.com)

### **Industry Coordinator**

#### **Stephanie**

#### **Stoyanova**

Tel: +41 22 908 0488 Ext: 251 | E-mail: [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

## **Audio Visual Coordinator**

**Mike  
Perchig**

E-mail: [nest@nest-av.com](mailto:nest@nest-av.com)

## **Industry Liaison & Sales**

**Renata Gorinstein**

Tel: +41 22 908 0488 Ext: 601 | E-mail: [rgorinstein@kenes.com](mailto:rgorinstein@kenes.com)

## **Registration Specialist**

**Yawei Wang**

Tel: +41 22 908 0488 Ext. 123 | E-mail:  
[reg\\_ESPGHAN23@kenes.com](mailto:reg_ESPGHAN23@kenes.com)

## **Product Marketing Coordinator**

**Jimena Meymar**

E-mail: [jmeymar@kenes.com](mailto:jmeymar@kenes.com)

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## **Contractors:**

### **Catering**

**Motto Catering GmbH**

**Thomas Huszar**

Mobile: +43 664 881 802 98

E-mail: [t.huszar@mottogroup.at](mailto:t.huszar@mottogroup.at)

## **Onsite Logistic Agent, Material Handling & Customs Clearance Agent**

**Merkur Expo Logistics GmbH**

**Mrs Irit Sofer**

Mobile: +972-52-8890129

E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

*Merkur* is the **exclusive** handler inside the venue.

### **Hostesses & Temporary Staff Hire**

**Destination Management**

**Mondial GmbH & Co. KG**

**Doris Sequeira-Seidl**

Mobile: +43 1 58804-167, f -179

E-mail: [seidl@mondial-travel.com](mailto:seidl@mondial-travel.com)Full Industry Manual