

 **ESPGHAN** **55<sup>th</sup> ANNUAL MEETING**  
of the European Society for Paediatric Gastroenterology, Hepatology and Nutrition

**17-20 May 2023**

Vienna • Austria



*See you in Vienna in 2023!*



**Industry Manual**

Dear Supporter,

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

**Venue address:**

**Austria Center Vienna**

Internationales Amtssitz- und Konferenzzentrum Wien, AG  
Bruno-Kreisky-Platz 1, A-1220 Wien

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.**

**Exhibitors and Supporters Portal**

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 Vienna. 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 us for further information or assistance.

We look forward to welcoming you in Vienna and wish you a successful and fruitful meeting!

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## Section 1: Symposium Related Contact Information

### Kenes Contacts:

#### Meeting 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 Coordinators

##### **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\\_espaghan23@kenes.com](mailto:reg_espaghan23@kenes.com)

#### Product Marketing Coordinator

##### **Jimena Meymar**

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

**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)

## Section 2: Deadlines Table

Action Item (Please refer to your signed contract)	Deadline	Contact Person
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>	To reserve your Scanners, please refer to the on-line Exhibitor's Portal
<b>Badge Scanner/ Lead Retrieval System</b> 	<b>Wednesday, 5<sup>th</sup> April</b>	
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. KG</b>  <b>Doris Sequeira-Seidl</b> Mobile: +43 1 58804-167, f -179 E-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	

### Section 3: Industry Symposia Timetable\*

Company Name	Date	Time	Location
Abbott Nutrition	Thu, 18th, May	10:15 - 11:15	Coming soon
Nestlé Nutrition Institute	Thu, 18th, May	10:15 - 11:15	Coming soon
Mead Johnson/ Rickett	Thu, 18th, May	10:15 - 11:15	Coming soon
Nestlé Nutrition Institute	Thu, 18th, May	14:00 -15:00	Coming soon
Mirium	Thu, 18th, May	14:00 -15:00	Coming soon
Nutricia	Thu, 18th, May	14:00 -15:00	Coming soon
DSM	Thu, 18th, May	17:45 - 18:00	Coming soon
Abbott Nutrition	Fri, 19th, May	10:45 - 11:45	Coming soon
Nestlé Nutrition Institute	Fri, 19th, May	10:45 - 11:45	Coming soon
Albireo Pharma	Fri, 19th, May	10:45 - 11:45	Coming soon
Biogaia	Sat, 20th, May	10:45 - 11:45	Coming soon
Sanofi	Sat, 20th, May	10:45 - 11:45	Coming soon

\*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 [ESPAGHAN 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 session.
- 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.

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### 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 Meeting.*

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### 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 Meeting 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.

### Symposium Promotion



Due to CME/CPD accreditation criteria for this Meeting, 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 **ESPAGHAN 2023 logo** on any of the symposia materials.

#### Section 4: Symposia Session Halls Onsite

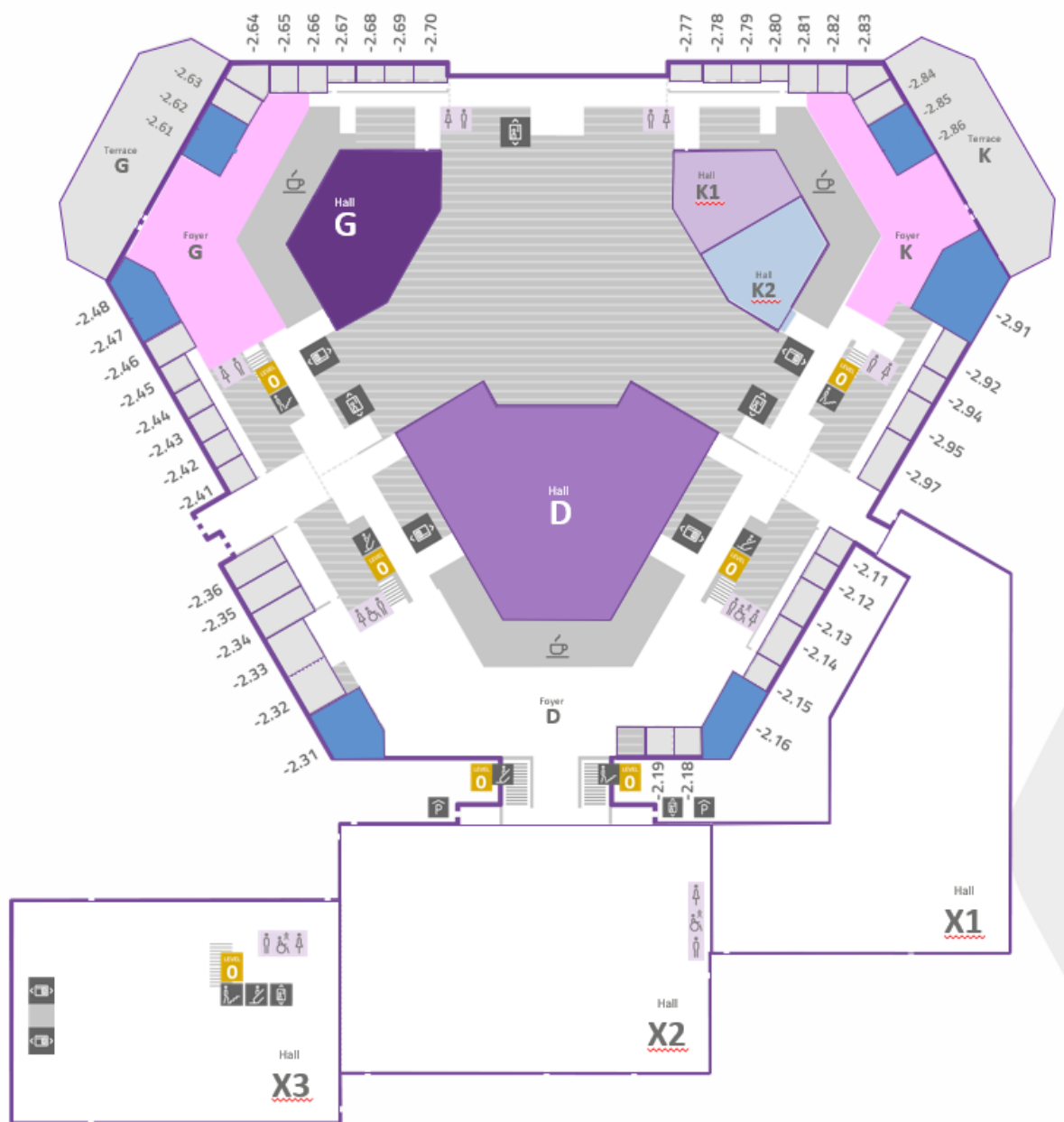
*Information will follow up on a later stage.*

#### Location and Layout



For Virtual tour please click here: <https://tour.360grad-team.com/de/vt/austria-center-vienna>

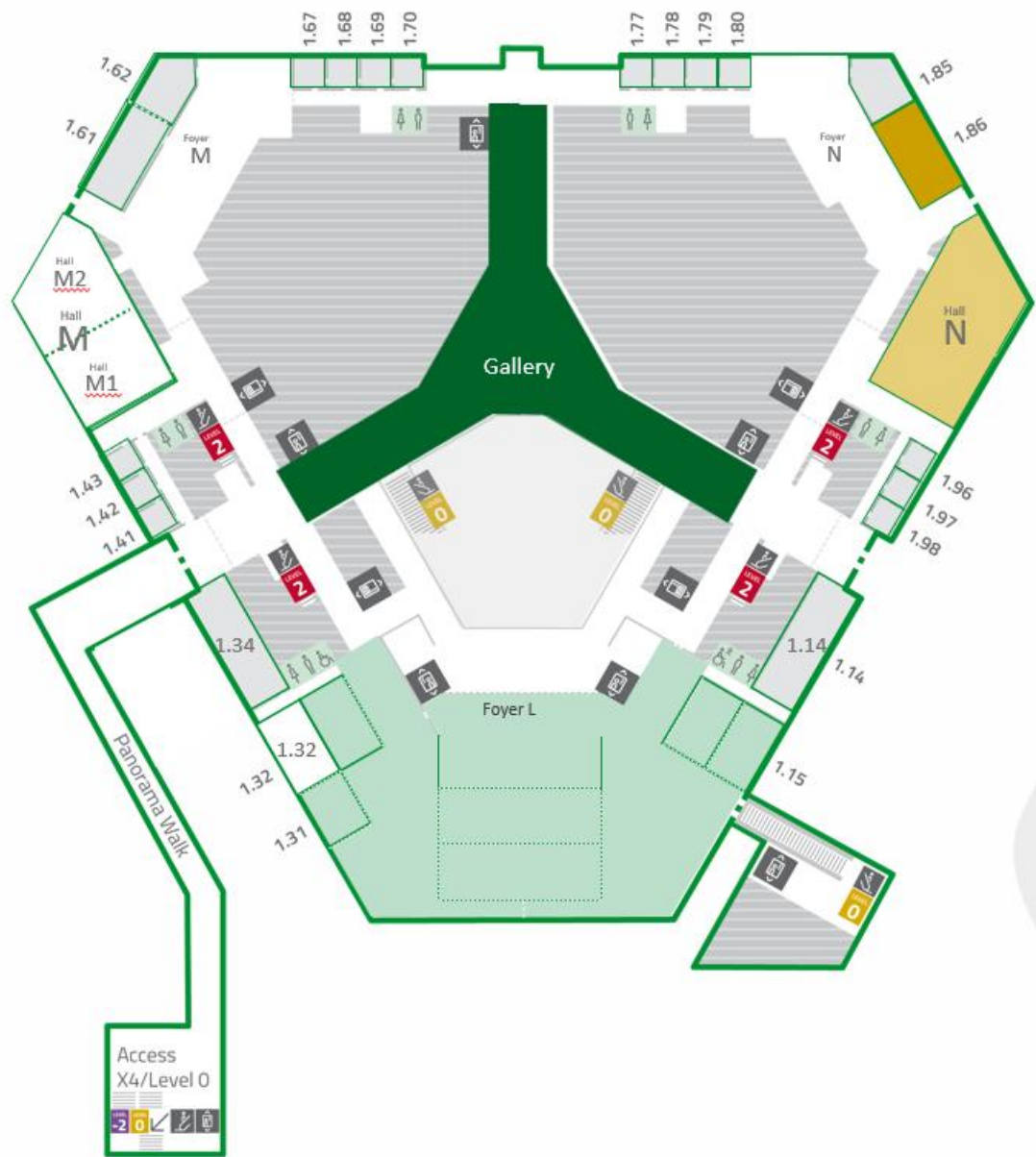
## Level -2



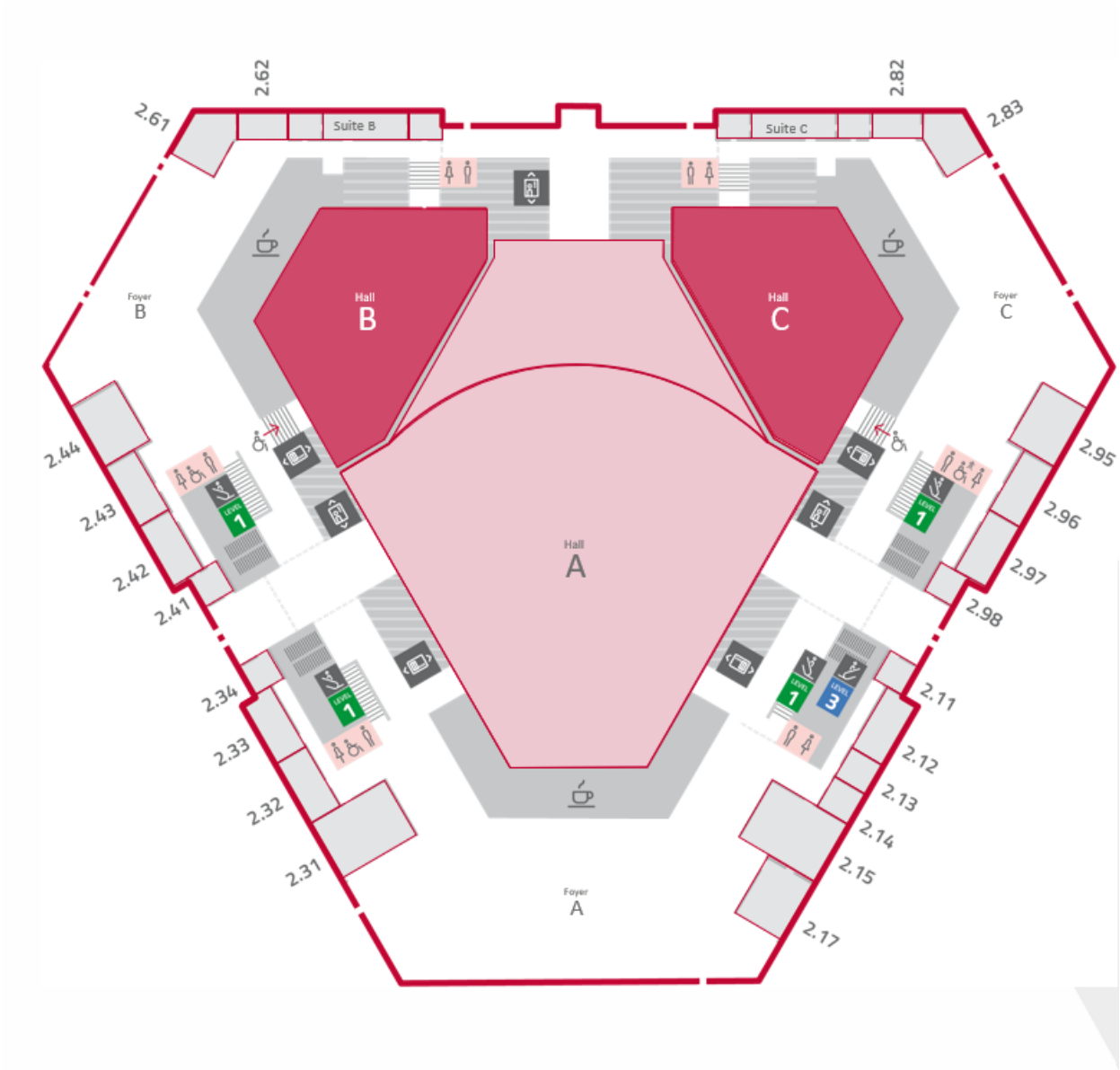
## Level 0



Level 1



Level 2



## **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 meeting 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 meeting 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 Meeting Audio Visual Coordinator, Mike Perchig at: [nest@nest-av.com](mailto:nest@nest-av.com)

## Session Agenda

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** – 180x240 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 meeting**, if you need any assistance please contact the Industry Coordinator: **Stephanie Stoyanova** at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

*Preliminary Agenda should be sent by 31<sup>st</sup> January.*

## Section 5: PROMOTIONAL ITEMS

This section includes guidelines which will assist you to prepare promotional items related to your industry sessions, however, ***kindly refer only to the relevant items in accordance with your sponsorship agreement.***

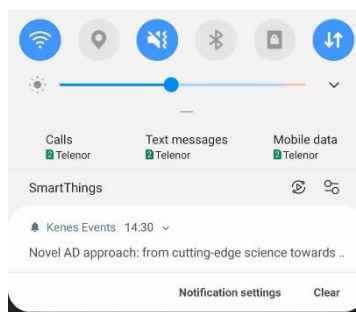
### **Guidelines to follow when creating your promotional items and content:**

- 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 **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 **300 characters** including spaces
- Preferred date and exact local time, please coordinate with your industry coordinator
- \*Note the final schedule will be determined closer to the meeting, 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)

**Deadline: Wednesday, 19<sup>th</sup> April**

File format: PNG or JPG (up to 800 kb)

Size: **780px x 1688px**

We recommend avoiding using small text, so the advert could be readable when displayed on a mobile screen.





### 3. 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** via email to [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

**The bag insert should not exceed a double side of standard A4 dimensions.**

When promoting your Symposium, please include the following disclosure:

*This session is not included in main event CME/CPD credit*

A quantity of **3500** 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.

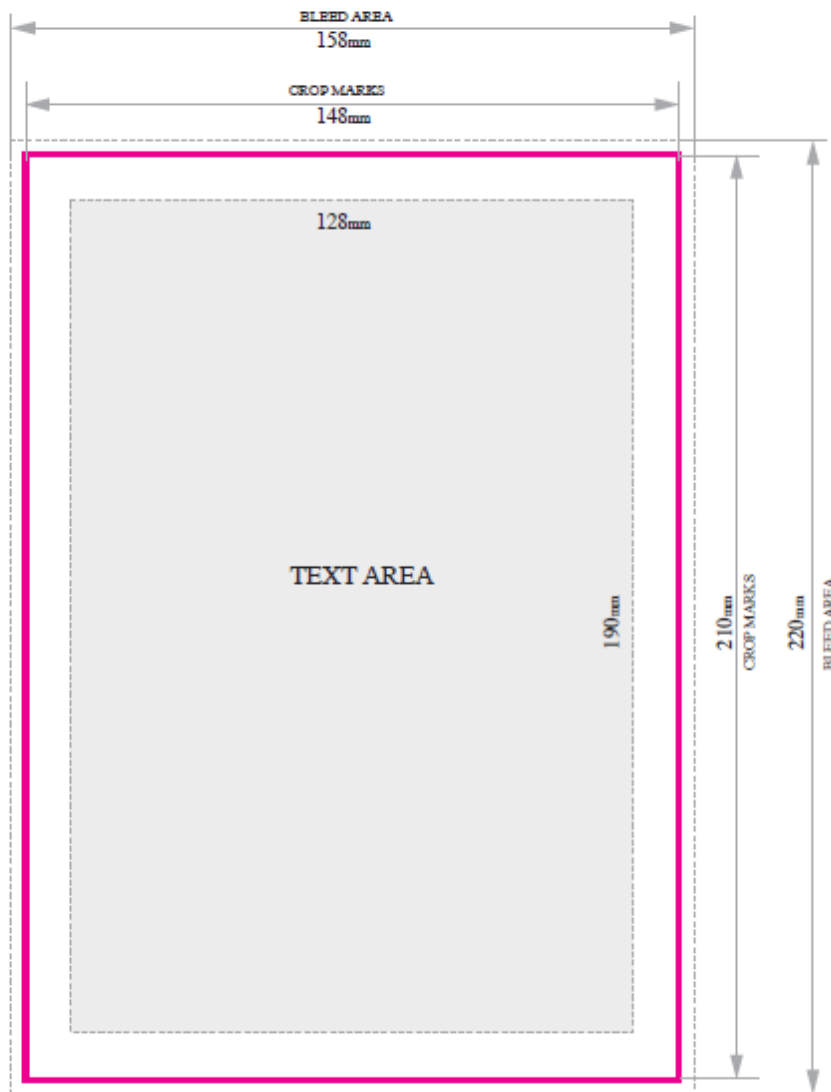
#### Important Notes Regarding Shipping of Bag Inserts:

- Bag inserts must arrive at the advanced warehouse **no later than February 15<sup>th</sup>** to be included in the meeting bags.
- **Merkur** is the official logistic agent for the **ESPAGHAN 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 meeting organizers and official logistics agent will not take any responsibility.

#### 4. Program Book Advertisement

For Sponsors entitled to adverts in the printed program book as per their signed contract, please submit the file by e-mail to the Industry Coordinator: **Stephanie Stoyanova** at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com) no later than **6 weeks prior to the meeting** one of the following formats at a resolution no less than 300 dpi: EPS, Illustrator, JPG or PDF.

## AD for Size A5



## 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) later than **Wednesday, 19<sup>th</sup> April**

*\* 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.*

## 7. Post Meeting Email Blast - Exclusive

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 Meeting E-mail Blast **Wednesday, 19<sup>th</sup> April**

[Click here](#) to download the design requirements. These guidelines should be forwarded to your web-designer/programmer.

Please send the required file(s) to the Industry Coordinators **Stephanie Stoyanova** at [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com) and along with the **subject line**.

## Symposium Signage Onsite (Optional)

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.

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Please note:

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

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## Section 6: Miscellaneous Information

### 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 **ESPAGHAN 2023 Annual Meeting** should contact Industry Liaison & Sales, **Mrs. Renata Gorinstein** at: [rgorinstein@kenes.com](mailto:rgorinstein@kenes.com)

### 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)

## Section 7: Badge Scanner/Lead Retrieval System

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. Barcode readers may be rented in advance via the Exhibitors' Portal no later than **Wednesday, 5<sup>th</sup> April**.

- Quickly capture lead information by scanning the barcode on attendees' badge
- Cost per license - **€ 600 + 4% credit card charges**
- Fast Track option with no editing capabilities.
- **No device** is included.

### Please Note:

- Considering the new data protection regulation recently enacted in Europe, Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).  
Kenes will not share delegates' personal data with third parties without their consent.  
Please note that similar to sharing a business card, presenting a 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 the company may contact them in the future.
- The barcodes on the delegates' 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.

In order to reserve your Mini Scanner, please log into the Kenes Exhibitors' Portal  
<https://exhibitorportal.kenes.com>

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)

## Section 8: Innovative Products for Industry Symposia Onsite

### 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.



## Section 9: Shipping Instructions

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, currier 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 ESPAGHAN 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

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