

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

17-20 May 2023

Vienna • Austria



Industry Manual

Dear Supporter,

We are happy to present you with the Industry Symposia Manual for the **ESPGHAN 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

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

Industry Coordinators

Stephanie Stoyanova

Tel: +41 22 908 0488 Ext: 251 | E-mail: sstoyanova@kenes.com

Audio Visual Coordinator

Mike Perchig

E-mail: nest@nest-av.com

Industry Liaison & Sales

Renata Gorinstein

Tel: +41 22 908 0488 Ext: 601 | E-mail: rgorinstein@kenes.com

Registration Specialist

Yawei Wang

Tel: +41 22 908 0488 Ext. 123 | E-mail: reg_ESPGHAN23@kenes.com

Product Marketing Coordinator

Jimena Meymar

E-mail: jmeymar@kenes.com

Contractors:

Catering

Motto Catering GmbH

Thomas Huszar

Mobile: +43 664 881 802 98

E-mail: 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

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

Section 2: Deadlines Table

Action Item (Please refer to your signed contract)	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	Anna Ivanova aivanova@kenes.com
Payment of Invoice Balance	Must be received in full one week prior to the Meeting	Pazit Hochmitz phochmitz@kenes.com
Symposium Preliminary Program (for approval by Scientific Committee)	Tuesday, 31st January	Please send by email in the requested specifications to Industry Coordinator: stoyanova@kenes.com
Symposium Final Program (for approval by Scientific Committee)	As soon as possible and no later than 6 weeks prior to the meeting	
Advertisement inside the Program book	6 weeks prior to the meeting	
Promotional E-mail Blast (Exclusive and Joint)	Wednesday, 19th April	
Text for Push Notifications for Mobile app	Wednesday, 19th April	
Mobile app adverts	Wednesday, 19th April	
Onsite Bag Inserts	Wednesday, 19th April	
Badge Scanner/ Lead Retrieval System 	Wednesday, 5th April	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 Wednesday, 5th April	Jimena Meymar jmeymar@kenes.com
Hostesses & Temporary Staff Hire	Please directly contact the company	Destination Management Mondial GmbH & Co. KG Doris Sequeira-Seidl Mobile: +43 1 58804-167, f -179 E-mail: seidl@mondial-travel.com
Catering Services	Please directly contact the catering company	Motto Catering GmbH Thomas Huszar Mobile: +43 664 881 802 98 E-mail: t.huszar@mottogroup.at
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms ONSITE	Please directly contact the AV coordinator	Mike Perchig nest@nest-av.com
Shipping & Material Handling Services		
Door to door	Please contact Merkur Expo Logistics	Irit Sofer Irit.sofer@Merkur-expo.com
Airfreight shipments		
Shipment via Advance Warehouse	No later than Wednesday, May 10th, 2023	
Direct to the Venue	Subject to time slot only full load trucks	

Section 3: Industry Symposia Timetable*

Company Name	Date	Time	Location	Capacity
Abbott Nutrition	Thu, 18th, May	10:15 - 11:15	Hall A	3000 pax
Nestlé Nutrition Institute	Thu, 18th, May	10:15 - 11:15	Hall B	660 pax
Mead Johnson/ Rickett	Thu, 18th, May	10:15 - 11:15	Hall C	660 pax
Nestlé Nutrition Institute	Thu, 18th, May	14:00 -15:00	Hall G	440 pax
Medscape Education Global Supported by an independent educational grant from Mirum Pharmaceuticals	Thu, 18th, May	14:00 -15:00	Hall C	660 pax
Nutricia	Thu, 18th, May	14:00 -15:00	Hall D	1440 pax
DSM (Product Theare)	Thu, 18th, May	17:45 - 18:00	Exhibition Hall	
Sanofi	Thu, 18th, May	19:30 - 20:30	Hall G	440 pax
Abbott Nutrition	Fri, 19th, May	10:45 - 11:45	Hall A	3000 pax
Nestlé Nutrition Institute	Fri, 19th, May	10:45 - 11:45	Hall G	440 pax
Albireo Pharma	Fri, 19th, May	10:45 - 11:45	Hall B	660 pax
BioGaia	Sat, 20th, May	10:45 - 11:45	Hall B	660 pax

*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 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.

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.

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

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 55th 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.

Section 4: Symposia Session Halls Onsite

Symposia Session Halls Onsite – Technical details

Hall Name	Location	Hall Capacity	Hall Layout
Plenary Hall/ Hall A	Level 2	3000	Theatre
Hall B	Level 2	660	Theatre
Hall C	Level 2	660	Theatre
Hall D	Level -2	1440	Theatre
Hall G	Level -2	440	Theatre

Head Table in Plenary Hall A (Level 2)							
<ul style="list-style-type: none"> ➤ Total Head table Dimensions: W 640sm x H 82sm (Includes 4 table modules) ➤ Each module W 1,60 m x H 0,82 m ➤ For Head Table branding, please refer to the *note below. 	 <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>DIMENSIONS (W x H x D)</td> <td>160 x 82 cm</td> </tr> <tr> <td>COLOUR</td> <td>White</td> </tr> <tr> <td>QUANTITY</td> <td>190 pieces</td> </tr> </table> <p style="text-align: center;">Sufficient seating for up to 8 people</p> <p style="text-align: center;">*Please inform us about the number of speakers you expect.</p>	DIMENSIONS (W x H x D)	160 x 82 cm	COLOUR	White	QUANTITY	190 pieces
DIMENSIONS (W x H x D)	160 x 82 cm						
COLOUR	White						
QUANTITY	190 pieces						

Head Table in Plenary Hall B; C (Level 2) and Hall D; G (level -2)							
<ul style="list-style-type: none"> ➤ Total Head table Dimensions: W 480sm x H 82sm (Includes 3 table modules) ➤ Each module W 1,40 m x H 0,82 m ➤ For Head Table branding, please refer to the *note below. 	 <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>DIMENSIONS (W x H x D)</td> <td>160 x 82 cm</td> </tr> <tr> <td>COLOUR</td> <td>White</td> </tr> <tr> <td>QUANTITY</td> <td>190 pieces</td> </tr> </table> <p style="text-align: center;">Sufficient seating for up to 6 people</p> <p style="text-align: center;">*Please inform us about the number of speakers you expect.</p>	DIMENSIONS (W x H x D)	160 x 82 cm	COLOUR	White	QUANTITY	190 pieces
DIMENSIONS (W x H x D)	160 x 82 cm						
COLOUR	White						
QUANTITY	190 pieces						

Lectern in All halls	
<ul style="list-style-type: none"> ➤ <i>Guidelines and specifications will be advised shortly</i> ➤ For Head Table branding, please refer to the *note below 	

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:
*Contact will be advised shortly.***

Please note that ACV 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 Conference branding of the head table.

The reason is that the conference branding cannot be removed as it can be easily damaged.

Location and Layout



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

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

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

Preliminary Agenda should be sent by 31st January.

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.

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.**

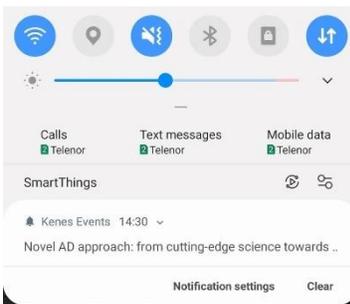
Guidelines to follow when creating your promotional items and content:

- 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, 19th April** to stoyanova@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

Deadline: Wednesday, 19th 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, 19th April** via email to sstoyanova@kenes.com
- **The bag insert should not exceed a double side of standard A4 dimensions.**
- 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 10th** 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.*

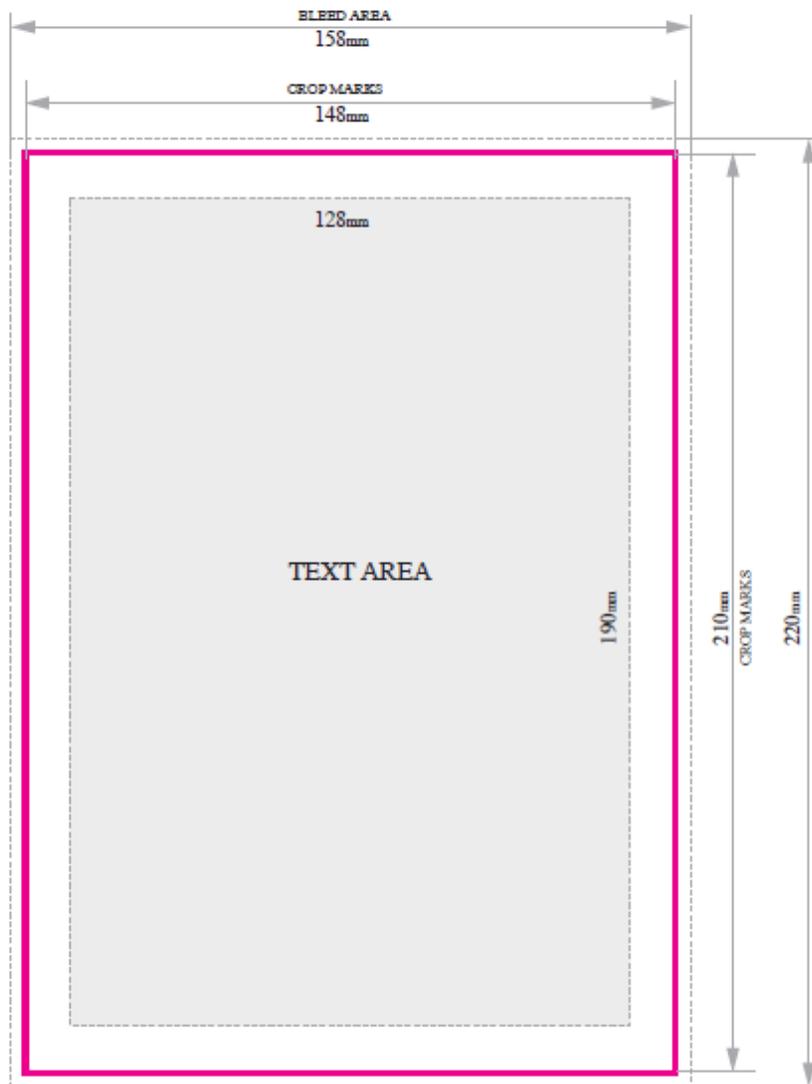
Important Notes Regarding Shipping of Bag Inserts:

- Bag inserts must arrive at the advanced warehouse **no later than May 10th** 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 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 no later than **10th of April 2023** one of the following formats at a resolution no less than 300 dpi: EPS, Illustrator, JPG or PDF.

AD for Size A5



6. Pre meeting 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 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.***

7. Post Meeting Promotional 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 by **Wednesday, 19th April** and please send us your design, **no later than 2 working weeks before your scheduled date for send out of your mailshot**.

[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 and along with the **subject line**.

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 Congress 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 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.

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.

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

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

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

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

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, 5th 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.
- **Onsite price is EUR 750** (excluding 4% credit card charges fees, excluding VAT if applicable)

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

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, 5th 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

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, 15th 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

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