



**56<sup>th</sup> Annual Meeting  
of the European Society for  
Paediatric Gastroenterology,  
Hepatology and Nutrition**

**15-18 May 2024 | Milan, Italy**

[www.espghancongress.org](http://www.espghancongress.org)



## **EXHIBITORS' TECHNICAL MANUAL**

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the **ESPGHAN 2024** Exhibition.

The Exhibition will be held in conjunction with **the 56<sup>th</sup> Annual Meeting of the European Society for Paediatric Gastroenterology, Hepatology and Nutrition (ESPGHAN 2024)** which will take place **May 15<sup>th</sup> – 18<sup>th</sup>, 2024** at the **Allianz MiCo (Milano Convention Centre) in Milan, Italy**.

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

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

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

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

We look forward to welcoming you to **Milan** and wish you a successful meeting and exhibition!

Best Regards,

*Stephanie Stoyanova and Aleksandra Sinapova*  
Exhibition Managers and Industry Coordinators



E: [ssoyanova@kenes.com](mailto:ssoyanova@kenes.com) ; [asinapova@kenes.com](mailto:asinapova@kenes.com)

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## SECTION 1: GENERAL INFORMATION

### Dates

Wednesday, May 15 – Saturday, May 18, 2023

### Meeting Organizer

**Kenes Group**

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

Fax: +41 22 906 9140

Email: [attd@kenes.com](mailto:attd@kenes.com)

### Exhibition Managers

Ms. Stephanie

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**Kenes Group**

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Sinapova

**Kenes Group**

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Email: [asinapova@kenes.com](mailto:asinapova@kenes.com)

### Sponsorship and Exhibition Sales

Mrs. Renata

Gorinstein

**Kenes Group**

Tel: +41 22 908 0488 Ext. 601

Email: [rgorinstein@kenes.com](mailto:rgorinstein@kenes.com)

### Hotel Accommodation

Ms. Anna Ivanova

**Kenes Group**

Tel: + 41 22 908 0488 Ext: 292

Email: [aivanova@kenes.com](mailto:aivanova@kenes.com)

<https://hotels.kenes.com/congress/ESPGHAN24>

### Venue Address:

Gate 2, V.le Eginardo,

20149 Milano

MI, Italy

### Registration

Ms. Marina

Rodriguez

**Kenes Group**

Email: [reg\\_espghan24@kenes.com](mailto:reg_espghan24@kenes.com)

### Freight Handling & Onsite Logistic Agent

**Merkur Expo Logistics GmbH**

Mrs. Irit Sofer

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

**Booth Cleaning/ Telecommunications/ Flowers  
Decoration/Electricity/ Parking/ Rigging/  
Security/ Hostesses / Booth signage/ booth  
fittings/ Furniture**

### Fiera Congressi Milano

Email: [espghan2024@fieramilanocongressi.it](mailto:espghan2024@fieramilanocongressi.it)

For Online shop please [click here](#)

### Meeting Website

For updated information regarding Meeting,  
please visit the website

<https://espghan2024.kenes.com/>

## **IMPORTANT NOTE – ITALIAN REGULATIONS**

Every pharmaceutical company (not applicable for medical device producers) that wishes to join ESPGHAN 2024 as a sponsor/exhibitor or a group of participants, must present a request of participation at the **Italian Ministry of Health Agency (AIFA)**.

The request is obligatory for all companies and should be completed by the beginning of March 2024 (no later than 70 days prior to the Conference).

In order to apply, the company needs to obtain a SIS code. Should the company not have one, the process of getting the code takes additional 25-30 days. Please take this into consideration when starting your application process.

This request of participation process will take place through a local agency acting as provider and point of coordination for every pharmaceutical company taking part in the Conference.

**PLEASE NOTE: Kenes International is not involved in this procedure. It is the pharmaceutical companies' sole responsibility to adhere to the above regulations directly via the local agent.**

Further details are available from AIFA  
(Agenzia Italiana del Farmaco – Tel. +39 06 5978401)  
Web: [www.agenziafarmaco.gov.it/en](http://www.agenziafarmaco.gov.it/en)

Our agent's details are:  
TWT srl  
Gianni Frontani / Anna Lupidi  
Email: [gfrontani@tw-team.it](mailto:gfrontani@tw-team.it) / [alupidi@tw-team.it](mailto:alupidi@tw-team.it)  
Tel: +39 06 44249321  
Via Arrigo Davila 130  
00179 ROME – Italy

## Exhibition Related Table

Action Item	Deadline	Contact Person
Hotel reservation for Staff	As soon as possible	<a href="https://hotels.kenes.com/congress/ESPGHAN24">https://hotels.kenes.com/congress/ESPGHAN24</a> or email us to: <a href="mailto:aivanova@kenes.com">aivanova@kenes.com</a>
Company logo and profile	As soon as possible and no later than Monday, April 1 <sup>st</sup>	Via Kenes Exhibitor’s Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Designed Booth Approval	Friday, March 29 <sup>th</sup>	
Text for Fascia (Shell Scheme stands only)		
Lead Retrieval Wireless Barcode Reader	Monday, April 1 <sup>st</sup>	
Badge Order	Tuesday, April 30 <sup>th</sup>	Via Kenes Exhibitor’s Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Furniture Rental	Please refer to the deadline mentioned in the online shop	<a href="#">Click Here</a> You will be receiving your credentials for the portal, please advise us if you haven’t yet received those.
Shell Scheme Extras		
Graphics/Signage		
Telecommunications and AV Equip. (Screens, Laptop, Desktop)		
Daily Booth Cleaning		
Hostesses & Temporary Staff Hire		
Security		
Rigging (‘space only’ stands)	Please find information in the online shop and fill out the document request under Useful Documents section and send it to the relevant email.	<a href="mailto:espgghan2024@fieramilanocongressi.it">espgghan2024@fieramilanocongressi.it</a>
In-booth Catering	Please refer to the deadline mentioned in the online shop	<a href="mailto:all.catering.mico@compass-group.it">all.catering.mico@compass-group.it</a>
Delivery		
Door to Door Shipments	Please contact MERKUR EXPO LOGISTICS GMBH	Mrs. Irit Sofer <a href="mailto:irit.sofer@merkur-expo.com">irit.sofer@merkur-expo.com</a>
Airfreight Shipments - Arrival to recommended airport		
Shipment via Advance Warehouse	No later than Wednesday, May 8 <sup>th</sup>	
Exhibition goods - Direct Deliveries to Meeting Venue	Subject to time slot, only full load trucks NB! Please note there should be a person from your side to receive your Deliveries.	

## SECTION 2: EXHIBITION SCHEDULE, EXHIBITION FLOOR PLAN & LIST OF EXHIBITORS

### Exhibition Timetable – *subject to change*

<b>Set up</b>	Monday, May 13 <sup>th</sup> <b>Exhibition Set-up- for Space Only Stands</b>	10:00 – 21:00 <i>*Safety Shoes, helmet, high visibility vest are mandatory</i>
	Tuesday, May 14 <sup>th</sup> <b>Exhibition Set-up- for ALL Stands</b>	08:00-21:00 <i>* Safety Shoes, helmet, high visibility vest are mandatory</i>
	Wednesday, May 15 <sup>th</sup> <b>Exhibition Set-up- for ALL Stands</b>	08:00-12:00
	Wednesday, May 15 <sup>th</sup> <b>DECORATION ONLY</b>	12:00 – 17:00
<b>Exhibition Opening</b>	Wednesday, May 15 <sup>th</sup>	18:00 – end of Networking Reception
	Thursday, May 16 <sup>th</sup>	09:30-17:30
	Friday, May 17 <sup>th</sup>	10:30-16:30
	Saturday, May 18 <sup>th</sup>	11:00-15:00
<b>Dismantling</b>	Saturday, May 18 <sup>th</sup>	15:00 – 17:00 <i>Exhibitors can pack their exhibition material. They are not allowed to dismantle the booth structure, use forklifts, pallet trucks or trolley</i>
		17:00 – 22:00 <i>*Safety Shoes, helmet, high visibility vest are mandatory</i>

The timetable is subject to possible changes in accordance with the scientific program.  
Updates to follow up in due time.

**Dismantling of the stands before the official hour is not permitted.**  
**All exhibitors should be in their Booth 30 minutes before the official opening hour.**

#### Please Note:

- Empty crates and packaging material must be removed after set-up and no later than **Wednesday, May 15<sup>th</sup> at 12:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.
- **SAFETY SHOES, HELMET, HIGH VISIBILITY VEST ARE A “MUST”** during set-up dates: **13<sup>th</sup>, 14<sup>th</sup> and 15<sup>th</sup> May till 12:00** (also for Shell Scheme exhibitors!) and **during dismantling on 18<sup>th</sup> May.** Access to the exhibition hall will **NOT** be allowed without safety shoes, helmet and high visibility vest.
- Safety Items are always compulsory when: design stand builders are working on the space; construction materials are on the aisles; machinery (forklifts, cherry pickers are on the space).
- Access **without SAFETY SHOES, HELMET, HIGH VISIBILITY VEST is allowed** only during the decoration time – **15<sup>th</sup> May from 12:00 -17:00.**
- No Safety Items are compulsory when: aisles are empty (no construction material); main set up doors are closed, and no more machinery will be on the space (only transpalets allowed); during this time stand builder can be working inside the booth; this time is for exhibitors to start decorating their booths.

#### **Off Exhibition Information**

- Therefore, please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.
- Dismantling of the booths before the official closing of the exhibition is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Saturday, May 18<sup>th</sup> at 22:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

#### **Waste Removal**

- It is the exhibitor's responsibility to dispose all materials after dismantling.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your stand.
- Please note we will have a security guard at night from the moment the exhibition is closed until the following day when we open.
- **In addition, please consider hiring extra security for your Booth before/ after Exhibition Operating hours in case you have valuable stuff in your booths.**



### **Welcome Reception at The Exhibition Area**

You are cordially invited to the **Networking Reception** held in the **Exhibition Hall** on **Wednesday, May 15<sup>th</sup>** from **18:30**, Exhibitors are asked to please man their booths during the Networking Reception in the Exhibition Halls.

### **Access to the Exhibition Hall during Set-up and Dismantling**

Everyone who need to get inside the **Allianz MiCo (Milano Convention Center)** venue during the set up and dismantling has to be registered to their logistic website:

<https://es.fieramilanocongressi.it/PostLogin.aspx>

Exhibitors can register independently on their Exhibitor Services ecommerce site and download their passes (if you need help, you can ask for support from their customer service at: [espghan2024@fieramilanocongressi.it](mailto:espghan2024@fieramilanocongressi.it)

For this reason, stand builders/contractors/exhibitors must register in advance all of the personnel that are required to be on-site during set-up and dismantling periods.

**Make sure to pre-register all personnel in order to avoid delays once you arrive on-site.**



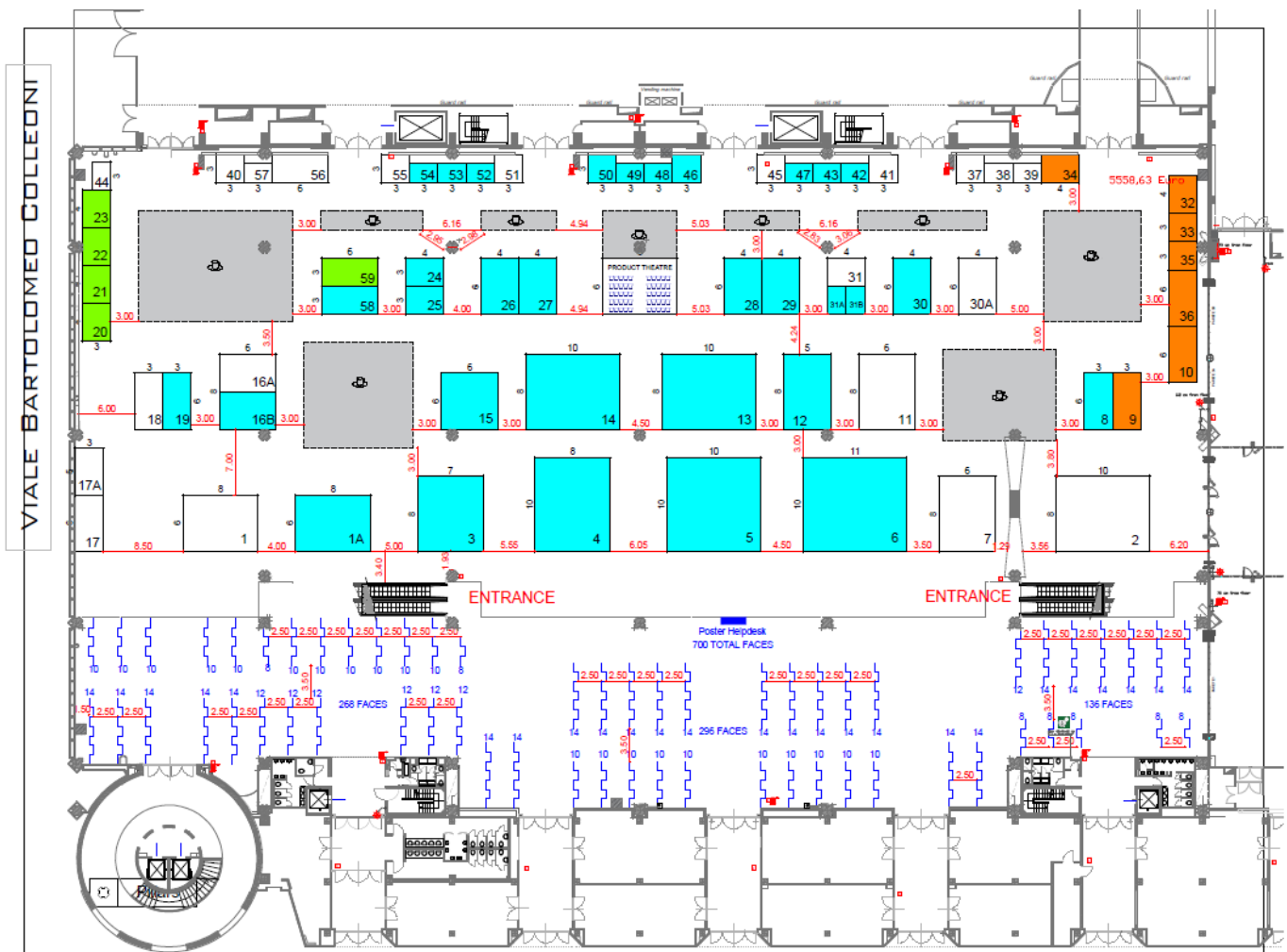
## List of Exhibitors

Please see all exhibitors listed here: <https://espghancongress.org/confirmed-sponsors-exhibitors/>

## Exhibition Floor Plan

The floor plan has been designed to maximize the exhibitor's exposure to the delegates.

For most updated floor plan and list of exhibitors, please [click here](#)



## SECTION 3: Exhibition Services

### Exhibitors' Badges

All exhibitors are required to be registered and will receive a badge **displaying the exhibiting company name and individual participant name**.

Exhibitor badges will be given as per your contract.

Two exhibitor badges will be given for the first 9 sqm booked and one additional badge for each 9 sqm after.

Any additional exhibitor's badges will be charged an exhibitor registration fee of **€250**

Companies can purchase a maximum number of exhibitor registrations as follows:

- ✓ Stands of up to 60sqm - 15 exhibitor registrations
- ✓ Stands larger than 60sqm - 25 exhibitor registrations

The Exhibitors badges allow access to the exhibition area, refreshments, and Welcome Reception.

Additional Exhibitor badges can be ordered via Kenes Exhibitor's Portal

<https://exhibitorportal.kenes.com>

Price for extra exhibitor badge is **250 EUR**

Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge.

Deadline: **Tuesday, 30<sup>th</sup> April, 2024**

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and should not be used by companies to bring visitors to the Exhibition. Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

## REGISTRATION OF STAND PERSONNEL

In order to be granted access to the exhibition area each individual will need to wear a name badge. This includes the regular staff from the exhibitor's company and any hired staff e.g. hostesses, bar and service personnel etc. For security reasons, stand personnel must wear their name badges at all times.

Each exhibitor is entitled to a number of complimentary exhibitor badges in accordance with the size of the exhibition stand as stated in their contract.

The badge is indicating	Company name, individual name, country
This badge will give you access to	Exhibition area (including access before the official opening hours); Congress Opening Ceremony; Welcome Reception
This badge will <b>not</b> give you access to	Scientific and educational sessions; public transport pass; any offsite events
This badge is for	All representatives and staff of the exhibitor; local staff (hired by an agency eg., hostesses); guests of the exhibitor, bar and service personnel, photographer, etc.

## Lead Retrieval Wireless Barcode Reader

### 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)

**NB!** Please note **device is not included**.

**Order deadline is Monday, April 1<sup>st</sup>, 2024**

**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.

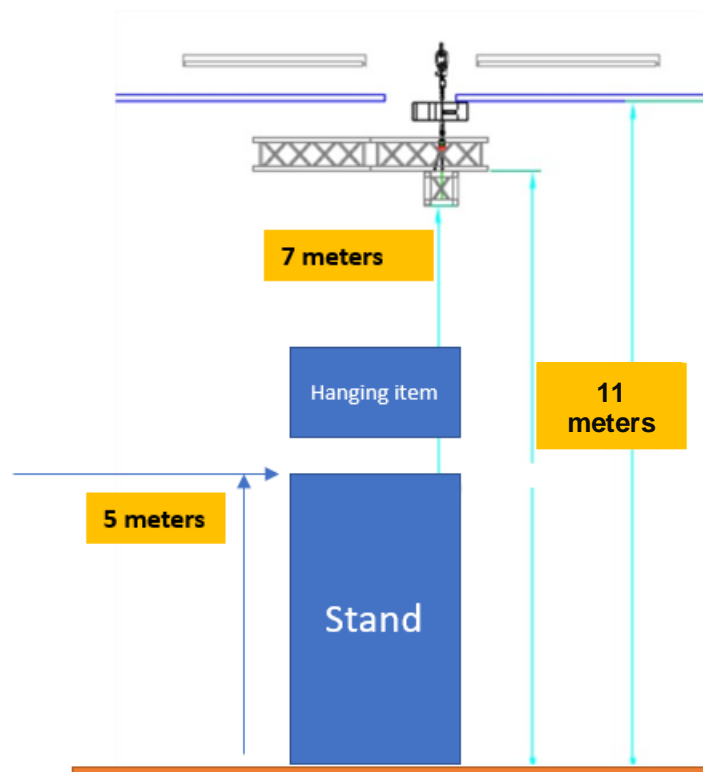
## SECTION 4: Technical Information

### Exhibition Area

The Exhibition is being held in **South Hall** which is **located** on **Level 0**.

Virtual tour: <https://www.micomilano.it/en/organize/facilities>

- Hall height is **11 meters**.
- **The maximum build up height allowed for booth walls is 5 meters.**
- From bottom to the light trust we are not allowing more than **7 meters**, see diagram below.
- **Exhibitors who have stands higher than the maximum permitted height will not be allowed to set-up their stands.**
- Shell scheme stand build up is **2.5 meters**.
- Electricity comes from the floor as well as from the pillars and ceiling if necessary.



Any part facing neighboring stands that is above 2.5 meters in height needs to be designed with neutral surfaces (white).

Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and, in particular, that they do not endanger life and health.

**Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.**



## Floor

**Floor type:** Concrete solid floor.

**Maximum floor load:** 5.000 kg/sqm.

**Exhibitors are required to have floor cover or carpeted floor within the stand area.**

All floor coverings must be secured and maintained so that they do not cause any hazard.

Fixing of floor covering to the hall floor may only be carried out using approved tape.

Mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

## Pillars

There are several pillars in the Exhibition Hall (please refer to the above link with 3D view). No adhesive stickers and fixtures of any kind are allowed on the pillars.

If there is a pillar within your Booth space only, you can incorporate this into the Booth design and build a structure around it to hold all branding etc, please be aware that on several of the columns there are fire distinguishers, you need to allow access to them in case of emergency, so please incorporate easy access to them.

## Ceiling Rigging

**Ceiling hanging is permitted.**

Please contact [espghan2024@fieramilanocongressi.it](mailto:espghan2024@fieramilanocongressi.it) for availability and price quotations as it is an exclusive service to them.

**For booth walls the maximum height allowed is 5 meters.**

**From the pre-rigging bottom to the floor the distance should not exceed is 7 meters.**

Kindly note that the hanging points are spread randomly throughout the Exhibition Hall and may not be available above your booth location.

Stand builders **cannot** hang any item directly to the venue ceiling \hanging points.

**Fiera Milano** needs to build pre-rigging in order to provide a hanging point.

## Raised Floor / Platform

- The organizers and the **Allianz MiCo (Milano Convention Center)** must be informed if the booth has a platform (when submitting the drawings for approval), as well as the scheduled set-up (day and time). Without this information the **Allianz MiCo (Milano Convention Center)**/ Official Contractor will not be able to provide the requested service(s) and the prepayment will not be refunded. Before placing the platform, the exhibitor/stand builder must confirm that service(s) provide by the Official Contractor (electricity, water, cables, Internet, etc.) are in the right place. Access to the service points/water tramp/electricity tramp are compulsory when a platform is installed (keep those points accessible!). Once the platform is installed, no new services that need to go under it will be accepted.

- The platform sides must be closed and finished neatly. The platform **edges** must be **safe, secured** and **easily visible**.

- Please note that if your booth has a platform, you are required to provide a **ramp** to ensure access for people with disabilities.

## Shell Scheme Booths

To ensure the smooth and efficient installation and dismantling of your Booth, an official Booth Contractor has been appointed (See SECTION 5: official contractors).

Shell Scheme which has been **pre-booked with Kenes** includes the following:

- Shell Scheme Panels
- Company name on Fascia board printed in standard lettering and booth number
- Lighting (1 LED light every 4.5 sqm)
- Electricity – 1KW
- Grey carpet
- Furniture package – 1 table (140x69cm), 2 chairs and waste bin



**Panel Sizes:** width 100cm x height 250cm



*\*Image shown is for illustration purpose only*

### **Booth Package does not include:**

- Booth cleaning

**Electricity, cleaning** and other products and supporting services can be ordered via the **Exhibitor Order Form** located in the beginning and end of the manual.

For **furniture, graphics** and supporting services please visit the online shop at:

<https://es.fieramilanocongressi.it/PostLogin.aspx>

Note: **Corner shell scheme booths** are provided with **two open sides** and 2 fascia panels with company name.

## Fascia Sign

\*Maximum of 21 characters (including spaces) may be written on your fascia (valid for 9 sqm booths). Please submit lettering for fascia via the Exhibitor's Portal by **Friday, March 29<sup>th</sup>, 2024**

You can submit your design/Fascia on the Exhibitors' Portal: <https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

***\*Note regarding fascia:** except spelling, pay attention to the use of capital and under cast characters. If your fascia text is not received by this date, we will provide you with a fascia title as per your company name submitted with your profile. If you wish to print your logo on the board, instead of the name or in addition to the name, this can be ordered at additional cost via the official contractor.*

## Technical Information and Regulations for Shell Schemes Booths

- All basic shell scheme booth will be designed and built by the **Allianz MiCo** – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Friday, March 29<sup>th</sup>, 2024**
- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying **a booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Friday, March 29<sup>th</sup>, 2024**– it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Shell scheme booths will be provided with **grey** carpet. If an exhibitor wishes to change the color of the carpet in the booth, additional cost may be incurred. Please contact the **Allianz MiCo** – the official stand contractor.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact the **Allianz MiCo** – the official stand contractor – as per published deadlines (see section “Deadlines & Key dates”).

## Space Only Booths

Exhibitors using independent contractors are required to submit the following for the organizer approval:

1. **A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.**
2. **Utility connections: electrical, water and drainage - a list of all appliances**
3. **The name and contact details of their construction company.**
4. **Certificates of production depending of the type of structure** (please refer to the explanation at the bottom of the regulations)
5. **statement and description of the materials to be used for the preparation of the exhibition space (SICU Form – [click here](#))**

Please submit the files through the Kenes Exhibitor's Portal: <https://exhibitorportal.kenes.com> Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

**Deadline: Monday, April 1<sup>st</sup>, 2024**

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
- **Exhibitors are kindly requested to allow sufficient see - through areas that ensure clear views of surrounding exhibits. Entire sideways walls will not be approved. You are only allowed to build walls that covers third of each side.**
- **Island booths should be partly accessible on all "open" sides. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle is allowed but max 1/3 of side to side may be covered.**
- Construction finish must be perfect in all the stand's visible areas, including rear sides.
- Please note that if your booth has a platform, you are required to provide a ramp to ensure access for people with disabilities.
- Advertising on the boundary with other stands is prohibited.
- **Multilevel structures are not permitted.**
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Screens or any kind of equipment to be shown or demonstrated may **not** be placed **directly on the edge** of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- Coffee bars or other F&B-stations have to be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- The maximum building height for the top of all elements is **5 meters**. From the bottom to the light trust can be maximum of **7 meters**.

- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- **Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.**
- **Any part facing neighboring stands that is above 2.50 m in height needs to be designed with neutral surfaces (white or grey).**
- **Ceiling Rigging is permitted** and must be authorized in advance by the **Allianz MiCo (Milano Convention Center) Milan**. Please refer to section ***"Hall Specifications and Important Technical Information"***

**Kindly note:**

- The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organizers.**
- **The used spaces must be returned to the Allianz MiCo (Milano Convention Center) completely clear of all items and the Exhibition areas restored to their original state.**

**Structure certification required:**

If the space only booth (raw space) is not as the G1 description, the booth will have a complex structure (G2) therefore they are required to produce the following certifications (see below).

If the builder is not able to produce those certifications they can buy them directly through the venue exhibitor services portal.

*g) : In relation to the documentation to be submitted to certify the correct assembly of self-supporting structures, the latter are divided into 2 types:*

*g1): simple structures: this category comprises stands made up of horizontal structures, vertical structures, false ceilings, with free clearance of up to 4 m for wooden structures and up to 8 m for approved metal truss structures and/or with free height to ceiling up to 4 m.*

*g2): complex structures: this category covers stands made up of structures not included in the previous category.*

*For stands made up of simple structures (g1), only the declaration of correct assembly described in the previous point f) must be submitted.*

*For stands made up of complex type structures (g2), a technical report drawn up by a qualified professional, listed in an Italian professional Registry must be produced and delivered to Fiera Milano Congressi, before the beginning of set-up operations, containing:*

- *a description of the structures;*
- *characteristics of the materials to be used;*
- *applied standards of reference;*
- *indication of the weights of the materials used (structures, spotlights, electrical cables, hoisting motors);*
- *Estimated load of the structures and check of the stress on structures and anchoring.*

*At the end of works, the installer must submit the declaration of correct assembly and the inspection certificate produced by a qualified professional*

## Electricity and Electrical Installations for “Space Only” booths

According to the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved by the **Allianz MiCo (Milano Convention Center)**. The **Allianz MiCo (Milano Convention Center)** is the only company allowed to connect any kind of device directly to the main power sources.

Only the **Allianz MiCo (Milano Convention Center)** is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from the **Allianz MiCo (Milano Convention Center)** and to pay for the electrical consumption according to his power needs.

Please refer to the **Exhibitor Online Shop** – [click here](#)

- The **Allianz MiCo (Milano Convention Center)** will check that the official electrical switchboard is not removed from the booth.
- Electrical switchboards provided by the venue cannot be manipulated, adjusted, or damaged. The cost of a damaged Electrical box will be charge to the company who has ordered it.
- **Allianz MiCo (Milano Convention Center)** staff are authorized to unplug the whole booth electrical installation if they detect that it is not properly done, with a possible danger.

### Please note the following:

- Electrical switchboard and/or various power outputs will be ALWAYS delivered on the booth floor. Exhibitor/Stand Builder must check how to place it inside the booth to be hidden and accessible.
- Electricity supply from the neighboring stand is not allowed!
- It is the exhibitor/stand builder/electrician responsibility to advise how to connect your box provided by the **Allianz MiCo (Milano Convention Center)**
- **Allianz MiCo (Milano Convention Center)** only could provide electricity from the electrical ducts on the floor.
- It is compulsory to use plastic protectors to hide electrical cables (at the exhibitors' expense).
- Electrical extensions ordered will be supplied next to the electrical box and the exhibitor/stand builder will have to place on the space they need them.

**The Allianz MiCo (Milano Convention Center) Milan provides electric service in the Exhibition area during the official exhibition times only. At the end of the day, we recommend switching off your main electrical sources in order to save energy and prevent any accidents overnight.**

At the end of the day the booth manager must check before leaving the venue that the booth spotlights are switched off for security and ecologic reasons. The **Allianz MiCo (Milano Convention Center)** won't be liable for any damages caused from this action.

In case that the stand builder brings their own electrical switchboard, (it has to be connected to the **Allianz MiCo (Milano Convention Center)** switchboard) it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day.

In case that you need 24h electrical connection for some devices (excluding booth general light), a second electrical switchboard will have to be ordered. Booth managers will have to make sure the general lights are turned off.

## Booth Services

### Booth Cleaning

The organizers will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (excluding exhibit booths and displays). For ordering daily stand cleaning, please refer to the **Exhibitor Online Shop** – [click here](#).

Any company cannot clean the venue facilities surfaces to avoid damage on them.

### Internet & Wi-Fi

For wired internet and Wi-Fi connection please visit **Exhibitor Online Shop** – [click here](#).

Important:

**Please be advised the Private Wi-Fi networks installations in the stand is not allowed.**

**The Venue and the organizers reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.**

**The Venue and the organizers must be informed in advance when the stand has a platform as well as the scheduled set-up day and time due to internet foundation.**

Complimentary Wi-Fi will be provided by the Meeting during official Meeting days at most areas.

This public Wi-Fi connection is limited for basic web browsing or checking emails.

Should you have any internet-based feature/device/activity at your stand (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your stand (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Note regarding technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

## Security

Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area.

Neither the **Allianz MiCo (Milano Convention Center)** nor the organizers can accept responsibility for the security of the stands and their contents. The **Allianz MiCo (Milano Convention Center)** as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their stand and equipment.

If you wish to hire security for your stand, this can be done via the **Exhibitor Online Shop** – [click here](#).

## Booth Catering

Food & Beverages service is an **exclusivity** of the **Allianz MiCo (Milano Convention Center) - Compass Group**.

Exhibitors who wish to order food and beverages for their stand are welcome to do so directly with the Allianz MiCo (Milano Convention Center).

If you would like to bring any coffee machine or barista, you are welcome to do so on your booth or if you're interested to hire one please contact: **Allianz MiCo (Milano Convention Center) - Compass Group** at [all.catering.mico@compass-group.it](mailto:all.catering.mico@compass-group.it)

### Important:

- It is not allowed to enter any kind of Food & Beverages from outside the venue.
- This exclusivity also includes all types of catering equipment such as juicers, popcorn machines, etc.
- The Allianz MiCo (Milano Convention Center) reserves itself the right to add a charge for the entry of any F&B products not supplied by the venue (authorization is necessary from the venue)
- The exhibitor must consider the space available on the booth to store and display the requested deliveries.

In case to have any other doubt about F&B please contact the organizers or the **Allianz MiCo (Milano Convention Center) - Compass Group** at [all.catering.mico@compass-group.it](mailto:all.catering.mico@compass-group.it) to avoid misunderstandings once the event started.

## Waste Removal

For ordering waste removal please refer to the **Exhibitor Online Shop** - [click here](#)

## Storage



The **Allianz MiCo (Milano Convention Center)** has no storage facilities. Short-term storage of materials left over after assembly (empty boxes, crates, cases, pallets etc.) should be coordinated with Merkur Expo Logistics GmbH team (payable service).

**Under no circumstances may packing materials of any kind be left in the aisles, on the stands, around or behind the stands.**

Please contact Merkur Expo Logistics GmbH with information on sizes and number of parcels, size, and storage period. E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

**Shipments sent directly to the venue prior to the set-up period, will be refused by the venue.**

Once the event & dismantling are over, the **Allianz MiCo (Milano Convention Center)** shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the **Allianz MiCo (Milano Convention Center)** takes care of the removal of these items, it will be charged to the exhibitor.

#### **For access to the goods/ lorry entrance/ Lifts:**

Please note that **MERKUR EXPO LOGISTICS GMBH Expo Logistics GmbH** is the exclusive agent for move in and move out.

To ensure that traffic movement is as smooth and trouble free as possible, exhibitors will be allocated a time at which to unload.

It is imperative that unloading times are strictly adhered to and that vehicles are removed as soon as unloading is complete.

Parking during unloading is limited to a short time only. All vehicles must be moved after unloading.

The Congress Centre sends to each exhibiting company an e-mail containing a link through which to record data of the vehicles that must access and circulate within the area of MiCo. After the inclusion of the data, the exhibitor will receive the

Pass for the vehicle that gives it the right to the entrance, movement, parking and strictly the loading and unloading operations, and it must always be attached and visible on the vehicle.

Bear in mind that the movement of vehicles in the area of MiCo is governed by the Italian Rules of the Road.

In particular, it draws attention to the strict observance of the horizontal and vertical signs and to the speed limit prescribed by the Congress Centre of 30 km/hour. A penalty will be applied as set out in Art. 10 for each offence, in addition to the withdrawal of the access pass.

It is absolutely forbidden to park vehicles in correspondence to vehicle passageways, hydrants, safety exits, in the vicinity of the crossings, as well as in areas in front of the public utility services (First Aid, Fire service, etc.).

The Congress Centre reserves the right to remove the vehicle without notice, charging the relative costs to it.

Due to the intensity of the traffic of cars and lorries in the roads of MiCo, during the period of set-up and breakdown, drivers are required:

to strictly observe the paths and parking areas indicated by MiCo by means of Personnel for the supervision of traffic; failure to comply with the provisions of the Personnel for supervision of internal traffic will bring about the withdrawal of the access pass.

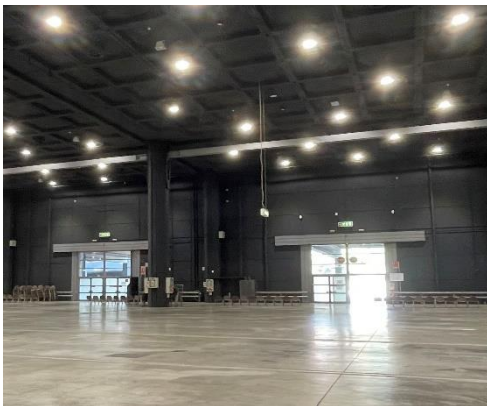
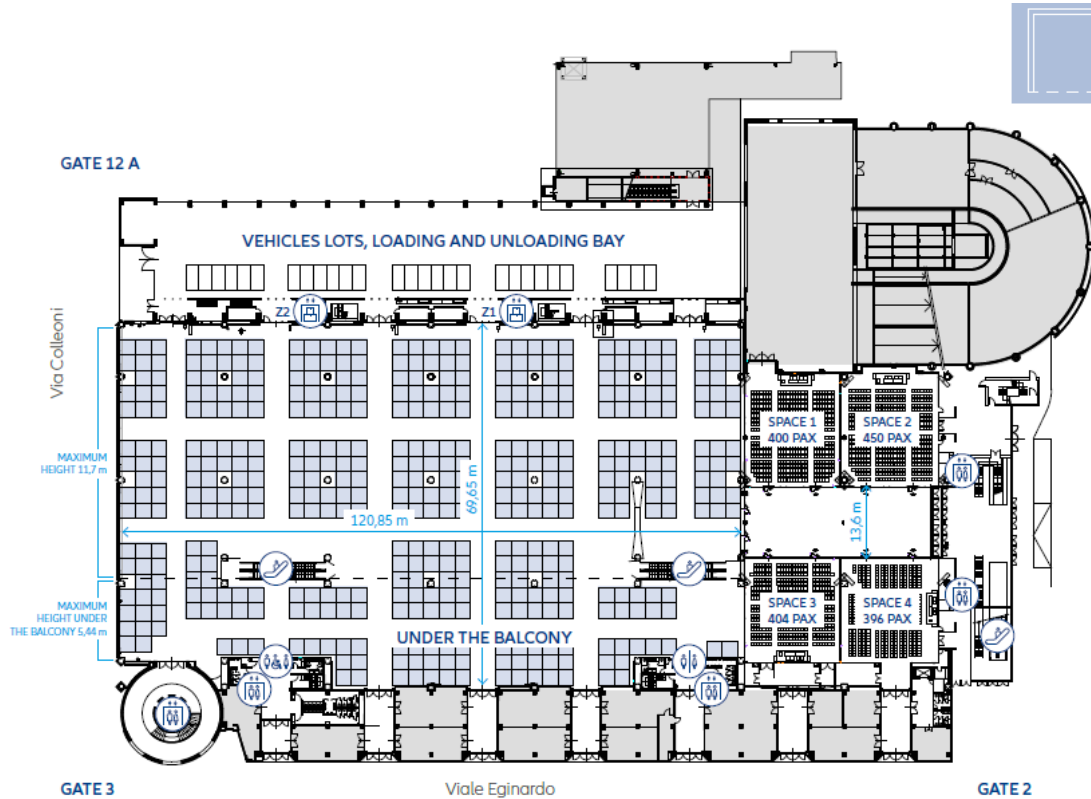
- to restrict the stop for the loading and unloading of goods operations (max 2 h). A penalty of € 50,00 will be applied for each additional hour as per Art. 10.;

- to not leave parked lorries (even in case of failure) within the areas of MiCo from the hours of 8:00

pm to 7:00 am. In the event of extended opening hours, no later than the closing time of MiCo. Overnight parking is prohibited. There will be a penalty as set out in Art. 10 in case of non-compliance.

Articulated lorries and articulated buses do not have access to the area of MiCo during the last day of set-up and the first day of breakdown, any request for extension can be taken into consideration only in exceptional cases and the authorisation must be requested to MiCo.

Please find below picture of the loading doors as well as a plan with them.



Goodlift door: 1800cmx3300cm

Goodlift: length 2420cm; length 4250cm; height 3500cm; max load: 5000kg

## Access to the exhibition area

The delivery and removal of materials and goods for the exhibition stands is allowed only by the official freight forwarder and their local agent.

**Important note:** companies which are bringing their own goods should contact the official freight forwarder to coordinate their arrival and the use of the loading bay, the service entrance and the lifts.

## Access for Deliveries

Please be advised that neither the Organizers nor the **Allianz MiCo (Milano Convention Center)** can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Deliveries may not be made prior to **Monday, May 13<sup>th</sup>, 2024**. Any deliveries prior to this date, or off the official working hours, will not be accepted. Please refer to the Shipping Instructions for the deliveries address.

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to or from stands must be made 30 minutes before or after exhibition opening hours.

It is recommended that all contractors, drivers and exhibitors bring their own trolleys to transport goods to and from their stand.

## Accommodation

Kenes International is offering exhibitors specially reduced rates for various hotels around the Meeting venue.

Information, pictures, location and rates are available on the hotel accommodation page:

<https://hotels.kenes.com/congress/ESPGHAN24> or email us to: [booking@kenes.com](mailto:booking@kenes.com)

You may also book a room online through above link.

For **group booking** (10 rooms and more) please contact **Ms. Anna Ivanova**.

Email: [aivanova@kenes.com](mailto:aivanova@kenes.com)

Different payment and cancellation conditions apply.

## 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.

## SECTION 5: RULES AND REGULATIONS

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

#### Animals

It is not permitted to bring animals into the Allianz MiCo (Milano Convention Center).

#### Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Exhibitors and contractors are required to wear the necessary **personal protective equipment** (PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly forbidden.

#### Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers.

#### Children

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

#### Compressed Gases

Use of compressed gases is not allowed.

#### Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars...) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

#### Disposal of Material

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

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the Allianz MiCo (Milano Convention Center) in removing this property will be charged to the exhibitor.

## **Fire Regulations**

- Booth material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage paint liquids, gas or other inflammable substances in the booth space is forbidden.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers or the Allianz MiCo (Milano Convention Center).

## **Fire Insurance (compulsory)**

Exhibitors must be insured against fire.

## **Smoke**

It is not permitted the operation of any machine in the exhibition that emanate fumes, gases or steam, or any item or device that generates or contains flame.

## **Heavy Weight Element / Large Machinery**

In case the exhibitor/stand builder brings large machinery, any kind of heavy weight element or structure inside the exhibition area it is mandatory that the Allianz MiCo (Milano Convention Center) will be provided with a detailed project describing the unload procedure inside the exhibition area:

- Exhibition access used
- Transportation used to bring the element inside the Allianz MiCo (Milano Convention Center) and weight
- Plan for weight distribution (number of platforms, dimensions, and weight resistance)
- Forklifts, cranes, or any other machinery used for the unloading / uploading of the element. How the element is going to be unloaded and how is going to be brought inside the exhibition area.

Once the Allianz MiCo (Milano Convention Center) has the complete information, the unloading of the element will be approved or rejected.

## **Hanging of Posters, Banners etc.**

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the Allianz MiCo (Milano Convention Center) are not allowed.

## Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organizers nor the Allianz MiCo (Milano Convention Center), their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

## Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the Allianz MiCo (Milano Convention Center) or any part thereof in any manner whatsoever.

## Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company. Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

### Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the Allianz MiCo (Milano Convention Center) cannot accept liability for loss of or damage to private property or goods.
- Neither the Allianz MiCo (Milano Convention Center) nor the organizers can accept responsibility for the security of the booths and their contents. The Allianz MiCo (Milano Convention Center) as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed. This can be done via the Allianz MiCo (Milano Convention Center) exhibitor online shop.

### Personal Transportation Vehicles

Bikes, skates, electric scooter and any personal transport by wheels are not permitted inside the building.

### Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are allowed to film on their own booth, staff and material, but all equipment and camera crew must stay within the exhibition booth. Filming of other exhibitors and their materials, Congress features or any sessions is expressly forbidden unless permission has been given by the exhibitor or the organizer respectively.
- The photographing of booths is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of his/her own stand and can avoid inclusion of neighboring booths. Photography during the opening times of the exhibition of all aspects of the event is allowable in all instances except in cases where the photographer or photography equipment would cause an obstruction or danger to delegates / staff visiting or working in the exhibition hall.

### Smoking Policy

The **Allianz MiCo (Milano Convention Center)** operates a **NO SMOKING** policy in ALL halls.

### Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the booths. No permission will be given for projection in the aisles or on the walls of the hall.

### Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- In case that exhibitors wish to leave any kind of waste material during set-up/dismantling, they should order a waste container in advance.
- Any discarded waste, including promotional material, left behind will be removed by the **Allianz MiCo (Milano Convention Center)** and/or the organizers at the expense of the exhibitor concerned.

The Allianz MiCo (Milano Convention Center) reserves the right to access inside the booth in order to check the compliance with the Allianz MiCo (Milano Convention Center) regulations.

**At all times you must consider the staff's logistics Allianz MiCo (Milano Convention Center) indications.**

**Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.**

### IMPORTANT:

Please read thoroughly the Venue Technical Guidelines at the end of the manual.

Please note that these regulations are in addition to the exhibition Rules and Regulations found in Section 6.

Exhibitors must comply with **Allianz MiCo (Milano Convention Center)** technical guidelines including operation, fire safety, construction and other security regulations.

Exhibitors must also comply with rules and regulations as specified by work health safety laws

These technical guidelines are contractually binding and are to be followed by the Organizers and exhibitors including the exhibition service and stand construction companies commissioned by them to perform work on site.

To read the venue Technical Guidelines please [click here](#).

Click [here](#) for SICU Form, relevant only for Space Only Booths



## SECTION 6: OFFICIAL CONTRACTORS

Electricity\ Cleaning Services\ Rigging\ Security\ Plants & Floral Arrangements\  
Stand fitting \ Graphics and Signage\ Booth construction\ Furniture

### **Fiera Congressi Milano**

Email: [espghan2024@fieramilanocongressi.it](mailto:espghan2024@fieramilanocongressi.it)

For Online shop please [click here](#)

### **In-Booth Catering**

**Allianz MiCo (Milano Convention Center)** - Compass Group at [all.catering.mico@compass-group.it](mailto:all.catering.mico@compass-group.it)

Orders placed after the deadlines are subjected to surcharges.

### **Freight Handling & Customs Clearance Agent**

#### **Merkur Expo Logistics GmbH**

Mrs. Irit Sofer

Mobile: +972-52-8890129

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

Website: [www.hermes-exhibitions.com](http://www.hermes-exhibitions.com)

For shipping instructions and tariff please [click here](#).

## SECTION 7: DELIVERY REGULATIONS AND INSTRUCTIONS

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

### Delivery & Logistic Services

Merkur Expo Logistics GmbH has been appointed the official forwarding agent and clearance agent for this Meeting and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons, Merkur Expo Logistics GmbH is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue. Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

### Insurance of Goods

All cargo should be insured from point of origin.

### Exhibition Goods and Display Materials

Please note that all materials entering the venue incur a handling charge.

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.

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

In order to assure receipt of sent materials, Hermes must receive the "Pre-advice" form found at the end of this section.

Please complete this form and return it to [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

You will then receive confirmation of your material arrival.

### Merkur Expo Logistics GmbH

Mrs. Irit Sofer

Mobile: +972-52-8890129

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

For shipping instructions and tariff please [click here](#).

## SECTION 8: SUSTAINABILITY TIPS & TRICKS FOR EXHIBITORS

As we, at **Kenes Group**, seek to inspire sustainable development in our industry, we do our best to organize this event in an environmentally and socially responsible way.

We invite you to actively participate in our sustainability efforts by considering the enclosed **Sustainability tips & tricks**.

Let's work together on enhancing the event experience, meeting the expectations of our audience, and minimizing the wastage of time, resources and expenses.



### **Rethink your Booth Design!**

- ✓ When planning your stand, think of the many benefits of producing a stand that you can reuse at multiple events, not just for better sustainability, but also for cost efficiency.
- ✓ Design your booth and displays using environmentally responsible materials and energy efficient lighting if applicable.
- ✓ Choose the core elements such as walls, counters etc. from reusable materials.
- ✓ Choose recyclable carpets, vinyl flooring and other floor coverings.
- ✓ Design and word signage so that it can be stored and reused multiple times.



### **Plan Smartly your Set-up and Dismantling!**

- ✓ Follow the organiser's set-up schedule. Working on your stand outside the set hours directly affects the energy needed to keep the exhibition hall open and functioning.
- ✓ Use efficient, low energy consumption equipment.
- ✓ Make a conscious effort to minimize packing materials. Whenever possible, use environmentally responsible packing materials that are reusable, recyclable or biodegradable.
- ✓ Consider using materials or packaging that generate less waste at the end of the material's life cycle e.g. less volume or less weight.
- ✓ Participate in the facility's recycling efforts by recycling cardboard, freight boxes, plastic wrappings and other recyclable items during move-in and move-out.



### **Be Conscious of your Booth Presence!**

- ✓ Be sure to shut off any electronic devices outside of event hours to conserve power.
- ✓ Provide promotional items made of recycled, responsibly grown natural fiber, and non-toxic and biodegradable materials. Ensure items are useful, not merely promotional in nature.
- ✓ Giveaways with some imagination could also be electronic: free music downloads; free online subscriptions or free internet access.
- ✓ Instead of a giveaway, consider a donation to a special cause in the name of your booth visitor.
- ✓ Inform and train your staff about the environmentally responsible practices to be implemented during the event.



### **Reduce Carbon Footprint!**

- ✓ Use local staff in the booth if possible.
- ✓ Minimize transportation to and from the show site. Use biodiesel or alternative fuel shipping methods, or a [SmartWay hauler](#), where applicable.
- ✓ Where possible, travel by train. If travelling by plane, choose airlines that strive to reduce the environmental impact of their flights.
- ✓ At the destination, travel to your hotel and around the destination on public transport or shuttle buses, or group together for sharing a taxi
- ✓ For car rentals, choose electric or low-emission, and if possible, consider ride-share.



### **Measure & Share Your Learnings!**

If possible, we also encourage you to track your success, but more importantly be proud of your sustainability efforts and share your stories and achievements.

We'd love to hear about your best practices. If you'd like to share examples or new ideas with us, please contact us!

We truly thank you for helping to reduce the impact of exhibiting on the environment!