



ICS 2019 GOTHENBURG

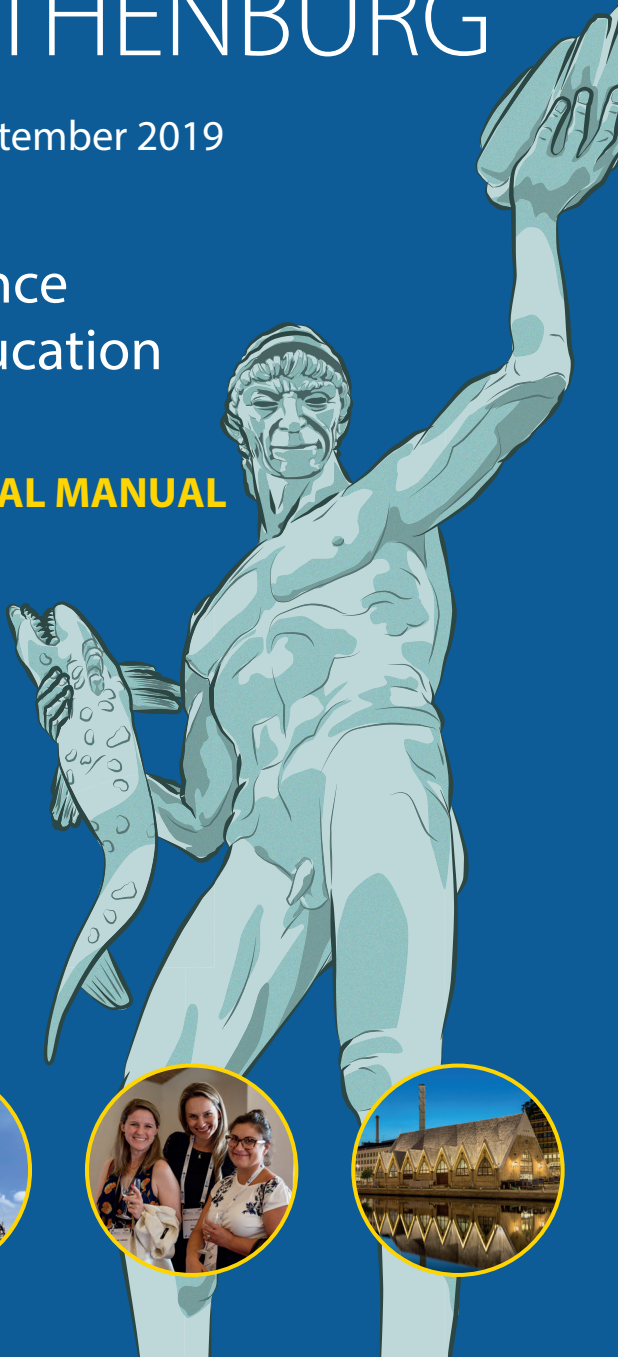
3 - 6 September 2019

Leading Continence
Research and Education

EXHIBITION TECHNICAL MANUAL

International
Continence Society
49th Annual Meeting

www.ics.org/2019



April 2019

Dear ICS Exhibitor,

We are happy to present you with the ICS 2019 Exhibition Technical Manual.

The Exhibition will be held in conjunction with the 49th ICS Annual Meeting that will take place on 3-6 September 2019, in Gothenburg, Sweden

This Exhibition Technical Manual contains important information and is designed to assist you in preparing for the ICS Exhibition. 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 Exhibition

Exhibitor Portal

Each exhibitor has received an e-mail with login details to access the Exhibitor Portal. The Exhibitor Portal enables Supporters and Exhibitors to:

- Submit Company profile and logo for inclusion in the Meeting publications
- Order additional exhibitor badges
- Submit stand drawing (for "Space Only" stands)
- Order Lead retrieval application/scanner
- Submission of other deliverables as per contract

Kindly note:

- Login details have been sent to the person signing the contract. This person is responsible for passing on the login details to a third party if needed.
- Access to all Portal services will be available only after submission of your company logo and profile.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.
- We recommend keeping the Exhibitor's Portal link together with your information on hand for future reference.

Exhibitor Services

Technical installations and exhibition services such as electricity, rigging and others have to be ordered through the Svenska Mässan Gothia Towers AB online shop.

Ordering additional services and order deadlines set by the Svenska Mässan Gothia Towers AB, can be found through the online- shop.

Exhibitors will receive from Svenska Mässan Gothia Towers AB the link as well a password to enter the online shop. Please do not confuse Svenska Mässan Gothia Towers AB on line shop with the Exhibitor's Portal; these are completely different sites!

We shall be happy to assist you with any additional services that you may require.
If there is anything, we can do to facilitate your stand set up, please do not hesitate to contact us.

We wish all of us a successful Meeting and Exhibition.

Best Regards,
Michal Lelcuk, Exhibition Manager and Industry Coordinator

Table of Contents

Section 1: General Information

- Dates page 4
- Exhibition Manager \onsite exhibition manager
- Industry Coordination
- Industry Liaison & sales Associate
- Registration
- Hotel Accommodation
- Secretariat and Congress Organisers page 5
- Conference Venue
- Conference Website

Section 2: Exhibition Schedule, Floor Plan & List of Exhibitors

- Exhibition Schedule page 6 - 7
- Exhibition Floor Plan & list of exhibitors

Section 3: Exhibition Services

- Access to the Exhibition Hall during Set-up & Dismantling Times page 8
- Exhibitor Registration / Badge
- Lead Retrieval Wireless Barcode Reader page 9
- Access to the exhibition area page 10
- Access\ Vehicle Passes and Unloading
- Good Lifts
- Lift map
- Access for deliveries
- Parking

Section 4: Official Contractors

- Customs Clearance, Freight Handling & Onsite Logistic Agent page 11
- Stand Catering Service
- Additional Stand Fittings \ Rental Furniture \ Electricity\ Storage \ Hostess services \ Cleaning Services \ Telecommunications & Internet\ Plants & Floral Arrangements

Section 5: Technical Information

- Exhibition Stands page 12 - 13
- Technical information and regulations for Shell Scheme booths page 14
- Technical information and regulations for space only booths page 15
- Build – Up Height page 16
- Ceiling Suspensions
- Electricity and Electrical Installations
- Exhibition Hall
- Floor
- Raised Floor page 17
- Storage
- Internet

Section 6: Rules & Regulations

page 18 - 20

- Children/Animals
- Damage to the Premises
- Disposal of Material
- Insurance and Liability Insurance
- Fire Insurance (compulsory)
- Health & Safety
- General Fire Regulations
- Music (Authors and publisher rights)
- Poster Hanging, Banners etc.
- Promotional Activities
- Security
- Smoking
- Social Events
- Hanging of Posters, Banners etc.
- Insurance (compulsory)
- Presentations at Booths
- Promotional Activities
- Special Effects
- Stand Cleaning
- Waste Removal

Section 6A: Venue Information and Regulation

- Venue information as well as regulations can be found on the on-line shop page 21

Section 7: Delivery Regulations and Instructions

page 22

- Handling Rates
- Labels
- Material Handling Form
- Shipping Instructions

Section 1: GENERAL INFORMATION

Dates

Tuesday, September 3rd – Friday, September 6th, 2019

Exhibition Manager and Industry Coordinator**Kenes Group**

Ms. Michal Lelcuk

Tel: +41 22 908 0488 ext. 921

@ MLelcuk@kenes.com

Onsite Exhibition Manager Desk

The Exhibition Manager Desk will be open throughout the Exhibition set-up, opening and dismantling period. The desk will be located within the Exhibition Area.

Prior to this time, if you have any queries regarding your participation at ICS 2019, please feel free to contact Michal Lelcuk at: mlelcuk@kenes.com

Industry Liaison & Sales Associate**Kenes Group**

Ms Noa Freilich Pollack

M: +44(0)1158882208

@ nfreilich@kenes.com

Registration**Kenes Group**

Ms Keren Abuhasira

T: + 41 315280432 ext. 111 | Fax: +41 22 9069140

@ kAbuhasira@kenes.com

For group registration (10 participants and more) please contact the registration department

Hotel Booking**Kenes Group**

Ms Irina Sapir

T: +41 22 9080488 ext. 998 | Fax: +41 22 9069140

@ isapir@kenes.com

We have a wide variety of hotels with special rates for conference participants. Don't miss out the opportunity to save on time and money. You may book a room online through <https://www.ics.org/2019/hotels>

For group bookings (10 rooms or more) or if you have any special requirements kindly contact Hotel Accommodation department.

ICS Meeting Secretariat / Organising Secretariat Kenes Group

Rue François-Versonnex 7 1207 Geneva, Switzerland

T: +41 22 908 0488

@ ics@kenes.com

W: <https://www.ics.org/2019>

Meeting Venue

The Swedish Exhibition & Congress Centre

Entrance 2

Mässans Gata/Korsvägen, 412 94 Göteborg, Sweden

T: +46 31 708 80 00

W: <http://svenskamassan.se/en/>

For more information about traveling from the airport into the city: [click here](#)

For more information about transport in Gothenburg: [click here](#)

Meeting Website

You are welcome to visit the Meeting website: <https://www.ics.org/2019>

for updated information regarding the ICS Meeting and Exhibition.

Section 2: Exhibition Schedule, Floor Plan & List of Exhibitors

Exhibition Timetable at a Glance

The timetable is subject to possible changes in accordance to the scientific programme.

Updates to follow up in due time.

Set-up	Sunday, September 1 st , 2019 For "Space Only" stands For Shell Scheme Stands	08:00 - 20:00 16:00 – 20:00
	Monday, September 2 nd , 2019 For all stands	08:00-20:00
Decoration only	Tuesday, September 3 rd , 2019	08:00 - 15:00
Exhibition Opening Hours	Tuesday, September 3 rd , 2019	17:00 - end of welcome reception
	Wednesday, September 4 th , 2019	10:00 -17:00
	Thursday, September 5 th , 2019	10:00 -16:30
	Friday, September 6 th , 2019	10:00 -15:00
Dismantling / Breakdown	Friday, September 6 th , 2019	15:00 - 23:00

Welcome Reception

On Tuesday, September 3rd you are cordially invited to the **Welcome Reception** held in the Exhibition Hall, Between 17:30 to 19:00.

Exhibitors are asked to please man their stands during the Welcome Reception in the Exhibition Hall.

Please note:

- Empty crates and packaging materials must be removed after set-up and no later than Monday, September 2nd, at 16:00H.
- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.
- **Participants will be walking through the Exhibition area to reach the E-Posters area, Session Halls and other activities which will be active before and after the Exhibition Opening Hours.**
- Therefore, please do not leave any visible valuable articles at your stand. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.

- Dismantling of the stands 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 displays aid or other material left behind after Friday, September 18th at 23:00 will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor

Exhibition Floor Plan and list of exhibitors:

Interactive exhibition floor plan as well as a list of exhibitors can be found on line at:

<https://apps.kenes.com/floorplan/#/congress/ICS19>

Section 3: EXHIBITION SERVICES

Exhibitors\Contractors Access to the Exhibition Hall during Set-up & Dismantling Times

Stand contractors and staff must wear service passes during the entire set up and dismantling period. Service passes are free of charge and may be collected from the onsite exhibition management desk.

Exhibitor Registration/Badges

Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract and determined by your stand size.

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

Exhibitor badges will be prepared for you to **collect on-site** (they will not be mailed in advance).

Exhibitor badges are generic and state **the name of the company only**, in order that they may be used interchangeably between staff members. Therefore, there is no need to submit individual names.

Exhibitors are required to access the Exhibitor's Portal and provide the name of the company they wish to be displayed on the badges (otherwise the company name as appear on your application form will be printed on the badge).

Any additional exhibitors will be charged an exhibitor registration fee. Companies can purchase a maximum number of exhibitor registrations as follows:

- Booths of up to 60sqm – 15 exhibitor registrations
- Booths larger than 60sqm – 25 exhibitor registrations

Exhibitor badges allow access to the exhibition area only and shall be used by **company staff only**.

The exhibitor badges allow free access to the exhibition area, refreshments and Networking Reception.

Any additional exhibitor badge will be charged an exhibitor registration fee of €250 each.

Exhibitor badges may be collected from the Registration Desk onsite.

Exhibitor badges can be ordered via the online Exhibitor's Portal <https://exhibitorportal.kenes.com>
Deadline for ordering on line: Friday, August 23rd, 2019

“K-Lead” Application - Barcode Scanner Application

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

We are pleased to offer you the “K-Lead” Application: exhibitors can download the “K-Lead” app onto their own smart phone or 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.

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.
- Application is available for download from Apple store or Google play: "Kenes K-Lead App".
- Cost per unit – **EUR 400** (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company/personal device (device is not included).

Operational information will be sent on request.

Please Note:

- In light of 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 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 stands 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 Organising Committee is responsible for the content of the information.

K-Lead Retrieval Application and a Device

You may order a device if you do not wish to install the K-Lead Application on your personal device.

Please check with us cost and stock availability.

Cost per unit – **EUR 600** (excluding 4% credit card charges fees, excluding VAT if applicable)

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

Deadline: Friday, August 23

Access\ Vehicle Passes and Unloading (move in only via entrance #1)

Please note that MERKUR 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.

Access to the exhibition

The exhibition hall is located on the ground floor.

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 and the service entrance.

Access for Deliveries

Please be advised that neither the Organisers nor the Venue 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, September 1st, 2019. Any deliveries prior to this date will not be accepted.

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 open hours.

It is recommended that all contractors, drivers and exhibitors bring their own trolleys to transport goods to and from their stand. This will reduce the amount of time it takes to load and unload and thus assist the free flow of traffic.

Parking

Parking during unloading is limited for short time only.

Parking on arriving in Gothenburg, turn off at the "Mässan Scandinavium Liseberg" sign. Park in the multi-story car park at Focus shopping center, next to the Swedish Exhibition & Congress Centre. There is a foot bridge from here to the Swedish Exhibition & Congress Centre. Trucks can park at Stig Center (Importgatan 2) a couple of km from the venue. Please click here for PDF map of the surrounding area.

Section 4: OFFICIAL CONTRACTORS

Customs Clearance & Freight Handling Agent

MERKUR Expo Logistics GMBH

Ms. Zehavit Akerman

M: +972 52 511 4982

@ akerman@merkur-expo.com

Additional Stand Fittings \ Furniture Rental \ Electricity\ Hostess services \ Cleaning Services \ Telecommunications & Internet\ Plants & Floral Arrangements and others

The above services and others can be ordered and pay for through the online shop.

Exhibitors will receive from the vendor the link as well a password to enter the online shop.

Or contact:

The Swedish Exhibition & Congress Centre Group

EVA ENOCH

Sales Agent After Sales

SE-412 94 Göteborg, Sweden

BESÖKSADRESS Mössans Gata/Korsvägen

TEL +46 (0)31 708 8505

@ Eva.Enoch@gothiatowers.com

Catering Services in the booths

The catering in The Swedish Exhibition & Congress Centre Group is exclusive and should be requested in advance.

Exhibitors who wish to order food and beverages for their Exhibition booth are welcome to do so directly through the online shop.

Or contact: Eva Enoch

@ Eva.Enoch@gothiatowers.com

All food and beverage requests must be ordered through the official caterer.

Kindly place your order no later than 3 weeks before the event.

**Order deadlines set by the congress vendors, can be found through the Webshop
Orders placed after the deadlines are subjected to a 50 % surcharge except catering.**

Section 5: TECHICAL INFORMATION

Exhibition Stands

To ensure the smooth and efficient installation and dismantling of your booth, an Official Stand Contractor has been appointed. Booth furniture, accessories etc. are available for rent, please refer to the venue on line shop or contact the official stand contractor.

Shell Schemes that have been pre-booked from Kenes include:

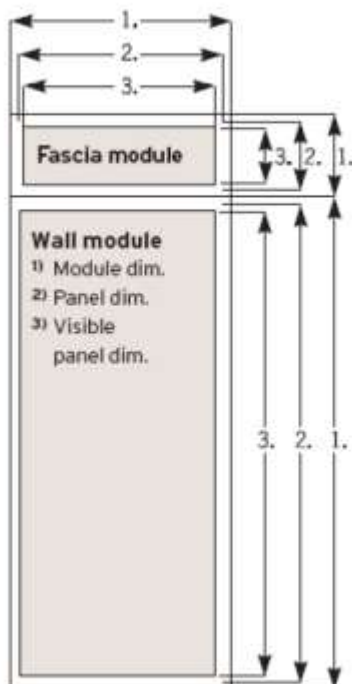
- Standard Shell Scheme X-system
- Company name on Fascia board in standard letting
- 1 x spot lights per 1m
- Carpet blue
- Corner stands are provided with two open sides

Shell Schemes that have been pre-booked from Kenes will **NOT** include the following:

- Furniture
- Electrical connections
- Booth cleaning



For illustrative purposes only



Fascia modules (mm)			
	1) Module dim.	2) Panel dim.	3) Visible panel dim.
Height	360	272	260
Width	540	452	440
	1030	942	930
	1520	1432	1420
	2010	1922	1910
	2500	2412	2400
	2990	2902	2890
	3480	3392	3380
	3970	3882	3870
	4460	4372	4360
	4950	4862	4850

Width of groove for backing sign, 6 mm

Wall modules (mm)			
Height	1) 2500	2) 2412	3) 2400
Width - straight	540	452	440
	1030	942	930
Width - curved	813	732 x 1190	713 x 1175
	1590	1505 x 1190	1490 x 1175
Horizontal-diagonal	743	655	643
	1436	1348	1336

Technical Information and Regulations for Shell Scheme Booths

1. All basic shell scheme booths will be designed and built by the Official Stand Contractor.
2. 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 contractor before August 16, 2019
3. No shell scheme booth-fitting or display(s) may exceed a height of 2.5M or extend beyond the boundaries of the site allocated. This includes company names, advertising materials and logos provided by the exhibitor.
4. No tape, nail or fixture of any kind is allowed to be affixed to the partitions, floor, ceiling or fascia. Exhibitors are liable to any damage caused to their booth fixtures, fittings at the fair.
5. All furniture items, if included in the Scheme Package, are not exchangeable.
6. An exhibitor occupying a booth at the corner can request to close the additional side(s). If the official stand contractor is not being notified in writing before August 16, 2019 it will be assumed that the exhibitor will have opening on the additional side(s).
7. Exhibitors requiring additional equipment should contact the official contractor as per the above deadlines' information.
8. No painting is allowed; no usage of nails or screws.
9. Double sided tape can be used to affix lightweight items. Velcro can be used as well (male & female).
10. It is possible to use fishing line (nylon) to hang pictures etc.
11. Damaged panels will be charged to the exhibitor causing such damage.
12. Excess stock, literature or packing cases may not be stored on, around or behind stands, unless contained within a lockable storeroom.

Technical Information and Regulations for Space Rental Stands

Exhibitors using **independent contractors** are required to submit the following for approval by
Friday, August 2nd, 2019

For submission of booth layout for approval, please refer to the online Exhibitor's Portal

1. **A scaled drawing, including elevation views, scaled 1:200 DWG showing the duct layer of the proposed booth to be built.**
2. **A list of all Electrical appliances** to be installed in the booth.
 - All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, 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.
 - Island stands should be partly accessible on all “open” sides. Requests to be partially exempt from this rule should be submitted in writing to the Exhibition Manager.
 - **Multilevel** structures are not permitted.
 - Arches, bridges or similar construction connecting two or more stands are not permitted.
 - The Organisers will NOT approve stands that do NOT comply with the accepted standards until the necessary changes have been made.
 - **Work cannot commence until the exhibitor layout is approved by the Organisers and the Venue.**
 - Exhibitors are required to submit the name and contact details of their respective construction by
 - **August 1st, 2019** to: mlelcuk@kenes.com
 - If you require additional stand equipment (Furniture, Graphics, etc.), please refer to the order forms at the end of the manual.

Exhibition Hall \Hall Specifications

The exhibition will be held in B Hall

Build-Up Height

- The maximum building height for the top of all elements is 4.5 M Shell scheme stands build up is **2.5M**

Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.

Any part facing neighboring stands that is above 2.50M in height needs to be designed with neutral Surfaces (white).

Ceiling Hangings

Ceiling hanging is permitted. Please contact the official contractor for availability and price quotations.

The highest point for all banners is 6m

Electricity and Electrical Installations

Initial power connections to stands will be made as soon as possible.

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 Official Contractor

Power supplies will be supplied into your stand via the ceiling.

Electricity

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 official contractor.

Exhibitors may use their own power distributor or order an electrical switchboard from the official contractor.

It is essential that exhibitor give the power needed in the stand. Damage caused to the main or to specific points by these connections is the sole responsibility of the exhibitors.

Important: Supplies will be switched on 30 minutes before opening during the duration of the meeting and switched off 15 minutes after Exhibition closed every day. Twenty-four-hour supplies are available.

Please review the regulations in section 7:

https://uso.svenskamassan.se/files/monterservicedocuments/safety_and_technical_regulations_ST_201502E.pdf

To order electrical connection to your booth, please refer to *the Webshop*.

Floor

Floor finish: The hall is made of industrial cement

Exhibitors in space only booths must have a carpet

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.

Raised floor

It is highly recommended to place a carpet or other floor covering for exhibit stands to avoid damage to the hall floor.

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

Please note that if your booth has a platform higher than 4.5 cm, you are required to provide a ramp or sloped adages for disabled access.

Storage

The Venue has limited storage facilities for empty containers and other materials required for the exhibition. Excess stock, literature or packing cases may not be stored on, around or behind stands, unless contained within a lockable storeroom, doors to which must have a vision panel.

The venue does not have any storage facility for materials left on-site outside of tenancy times. Any materials/items left at the end of the tenancy will be thrown away and a charge made to the individual Exhibitor/contractor concerned.

For storage facilities you may contact the logistic Agent: **MERKUR Expo Logistics GmbH**

Internet Access

ICS will provide free Wi-Fi access to all visitors, suitable for basic web browsing.

Should you require an internet connection for any product demonstrations on your exhibition stand, we would recommend ordering a **wireless** or **wired** connection, at an extra cost, to guarantee a high-quality service inclusive of technical support.

To place an order please refer to the online shop or contact the official contractor.

Please be advised the creating individual WI-FI network in the booth is **not allowed**

The Venue and the Organisers reserve the rights to discontinue any activity which interfere with the hall WI-FI coverage.

Please be sure to read thoroughly all the “Rules and Regulations” found at the end of this manual
Please also refer to the Exhibitor Information for ICS 2019 - on the venue online website and shop

Section 6: EXHIBITION RULES AND REGULATIONS

Binding for all Exhibitors and their subcontractors

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

Children/Animals

No person under the age of 16 years can be admitted to the Exhibition, either during Build-Up, Open Days or Breakdown. This rule also applies to Exhibitors' children and has to be rigidly enforced to comply with the safety regulations of the exhibition. It is also not permitted to bring animals into Venue.

Damage to the Premises

Exhibitors are liable for all damage caused to floors, walls and pillars during the installation, exhibition and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls and pillars.

Disposal of Material

It is obligatory to collect and dispose of all material during the breakdown or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim for losses or damage to property left behind and any costs incurred by the venue in removing this property will be charged to the exhibitor.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Stand material and fittings must be of non-inflammable materials or impregnated with fire-retardant chemicals. As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and reeds are prohibited.

Health & Safety

It is the responsibility of the stand 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 stand holders appoint a supervisor for the stand, 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 stand and submitted to the Organiser.

Insurance (Compulsory)

Neither the Organisers nor The Venue, 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 Organisers 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 Organisers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy.

Exhibitors are personally liable for all expenses incurred by the organiser or by third parties in regard to technical services provide.

Insurance (compulsory)

The organisers 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 organisers 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.

We also recommended 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 Insurance

You are obliged to have a public liability insurance that covers all injuries to persons and damages which might cover in connection with the exhibition.

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.

MANDATORY: You will be requested to show that you have a valid liability insurance.

IF you failed to show the certificate of valid liability insurance you will be charged by the venue for it.

Music (Authors and publisher rights)

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

Poster Hanging, Banners etc.

Hanging of posters, banners or decals, stickers or similar things, on the walls, floors, ceilings or columns within or outside the installations of The Venue is not allowed without prior written authorization.

Presentations at Booths

Presentations can be given in the booths but must be considerate to those other booths in the vicinity. However, these presentations cannot happen at the same time as scientific sessions. Companies are encouraged to take advantage of the product theatre space available in the exhibition area for a greater impact.

Promotional Activities

All demonstrations or instructional activities must be confined to the limits of the exhibition stand.

Advertising material and signs may not be distributed or displayed outside the exhibitor's stands.

Sound equipment must be regulated and directed into the stand so that it does not disturb neighboring exhibits.

The Exhibition Management reserves the right to require the exhibitor to discontinue any activity, noise or music that is deemed objectionable.

Security

Safety and Security of Material. Please do not leave any bags, boxes or suitcases unattended at any time, whether inside or outside the exhibition area. The Organisers and Venue cannot accept liability for loss of or damage to private property or goods.

The Organisers will provide security guard service in the exhibition hall during off-show hours. Neither the Venue **nor** the Organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.

Smoking

The **ICS 2019** Congress is a non-smoking Meeting.

Social Events

Companies can only arrange social events on the evenings when there is not an official ICS event which includes the Chairmans Reception, Welcome Reception and Annual Dinner. Events may be organised after the Welcome and Chairmans Reception. No exceptions will be made and should the ICS be aware of any companies arranging events, they will be asked to cancel or re-schedule. Only companies supporting the ICS Annual Meeting (either by exhibition or sponsorship) may arrange social events.

Special Effects

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

Stand Cleaning

The Organisers will arrange for general cleaning of the exhibition premises including prior to the opening of exhibition and daily prior to opening thereafter.

Waste Removal

Exhibitors are responsible for the removal of all refuse/waste from the exhibition area.

Any discarded waste, including promotional material, left behind will be removed by the Organisers at the expense of the exhibitor concerned.

Section 6A: VENUE INFORMATION AND TEGULATIONS

The information will be available in “USO-Exhibitor Service online”

Exhibitors will get the link as well as a password to enter the Webshop.

Exhibitors must comply with The Swedish Exhibition & Congress Centre technical guidelines including operation fire safety, construction and their security regulations:

https://uso.svenskamassan.se/files/monterservicedocuments/safety_and_technical_regulations_ST_201502E.pdf

Section 7: DELIVERY REGULATIONS AND INSTRUCTIONS

Section 6: Delivery Regulations and Instructions

The shipping instructions include the following information:

- Handling Rates
- Labels
- Material Handling Form
- Shipping Instructions

Delivery & Logistic Services

MERKUR Expo Logistics GmbH has been appointed the official forwarding agent and clearance agent for this Congress 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.** Stand 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 stand 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 Insert and Display Materials

Please note that all materials entering the venue incur a handling charge. This includes materials for inserts to the Meeting bags and display.

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

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

In order to assure receipt of sent materials, **MERKUR Expo Logistics GmbH**, must receive the Pre-Advise form found in the shipping instructions.

Please complete this form and return it to Zehavit Akerman: akerman@merkur-expo.com
You will then receive confirmation of your material arrival.



ICS 2019 GOTHENBURG

3 - 6 September 2019

Leading Continence
Research and Education

SHIPPING INSTRUCTIONS

International
Continence Society
49th Annual Meeting

www.ics.org/2019





Date: March 31, 2019



Sep 3-6, 2019 Gothenburg, Sweden

Dear Exhibitor/Stand Builder,

MERKUR Expo Logistics GmbH is the official on-site agent nominated by KENES to handle all in\out shipment arriving to ICS 2019.

We are a full door to door service company.

As such, we are pleased to offer you arrangements for shipping, international freight forwarding, customs clearance and onsite services.

Onsite Handling

Due to security, insurance and organizer policy, MERKUR Expo Logistics is the **exclusive** handler inside the venue. **No other company is permitted to handle cargo within the venue.**

Please note that companies, stand builders & PR companies may make their own arrangements to deliver and retrieve goods directly to the warehouse/venue entrance.

Contact Details

MERKUR Expo Logistics GMBH

Contact: Ms. Zehavit Akerman

Mobile: +972 52 511 4982

E-mail: akerman@merkur-expo.com

Brexit

Due to the current unclear situation about the UK's EU-membership, we cannot give any advice about customs clearance and check points. We recommend contacting MERKUR about one month prior to the congress.



Please note these important dates:

Service	Deadline
Door to door	For this service please approach MERKUR.
Airfreight Shipments	For this service please contact MERKUR 12 working days prior move in
Shipment via Germany advance Warehouse	No later than Aug 23, 2019
Exhibition goods - Direct Deliveries to Congress Venue	Sunday, Sep 1, 2019 from 08:00.
Move out	Friday, Sep 6, 2019 up to 23:00.

Shipment Categories

All shipments must be packed, labeled and sent according to the appropriate category (see below). Please use only the attached labels. Please do not mix different types of shipments in one box.

Categories:

- (1) **Insert-for participant bags**
- (2) **Marketing and display**
- (3) **Exhibition goods-for exhibition stand only**

Services, Delivery Address and Shipping Instructions

1. Door to Door Shipment

We offer companies consolidated trucking services from starting point to venue as part of consolidated international shipments for the congress. This will assist in reducing costs and ensuring timely delivery.

2. Air freight shipment

Please contact MERKUR for shipping instructions and labels.

Documents must be sent to MERKUR 5 working days before dispatching the goods,
Cargo arriving beyond deadlines an additional 30% handling surcharge will be added.



3. Germany Advance warehouse

Shipment via Germany advance warehouse should be consigned as follows:

MERKUR Expo Logistics GmbH

C/O Schmitt Peterslahr

Auf dem Hoehchen 2 ,

D- 56587 Oberhonnefeld – Germany.

Dirk Dewald: +49 2634 / 95 44 50

C/o ICS 2019 – Gothenburg, SWEDEN

Exhibitor: _____

4. Direct Deliveries to Congress Venue

The Swedish Exhibition & Congress Centre

Mässans Gata/Korsvägen, 412 94 Göteborg, Sweden

5. Domestic Cargo / Courier Shipments

Exhibitors are kindly requested to approach MERKUR Expo Logistics for booking time slot for their trucks.

6. Courier Shipments – Customs cleared only

It is **highly** recommended **NOT** to use international courier service.

All courier shipments are totally beyond our control, so we cannot be responsible for any delay / problem if they cannot be released from the customs and can cause delays.

In case of sending a courier shipment, please be sure to send us a pre-advise with the full details of the shipment: courier name, number of pieces and tracking number.

All Courier Shipments must be sent under DDP terms (delivery duty paid).



Dangerous Cargo

Exhibitors need to complete a special form for dangerous goods. These forms will be provided upon request and the completed forms should reach us before shipment is dispatched. There will be surcharge of 100% for handling this kind of shipment.

Insurance

All goods must be fully insured with all risk coverage. Insurance can be provided upon request. We regret that we can take no responsibility for goods after delivery to the exhibitors stand regardless if the exhibitor is present or not.

Heavy & Oversized Shipments

A heavy and oversized shipment applies to any single exhibit in excess of 1000 kg and 5 CBM that requires the use of a forklift mobile crane for installation.

Exhibitors with heavy and oversized exhibits must inform us at least seven days prior to delivery. A detailed layout should also be provided to better assist our onsite operations.

Payment Terms

In order to ensure move in/out of your shipment, please complete and sign the attached Material Handling form, payment confirmation and return it to our attention.

Please note that your signature will be used as payment guarantee based on the general tariff.

Please notify MERKUR immediately about any requirements relating to invoices.

All invoices must be settled by exhibitors /contractors and agents **in advance** of the congress. In case of non-payment of invoices, shipments will be held in storage until the invoices are paid in full.

Any services not outlined in the attached tariff will be quoted on an individual basis.

Terms and conditions

All orders are accepted exclusively on the basis of the local & German forwarders terms and conditions (ADSp).

MERKUR wishes you a successful experience

Handling rates for ICS 2019

Inbound / out bound

1. Air Freight

From free arrival airport up to free delivered booth

1 CBM = 300 kg

Minimum per shipment	€ 325.00
Up to 250 kg	€ 2.05 / Kg
Up to 500 kg	€ 1.55 / Kg
Up to 1000 kg	€ 1.40 / kg
Above 1000 kg each additional kg	€ 1.35 / Kg

Airport taxes, storage, fees etc. will be calculated as per outlay € 125.00 Min

Outlay fees + **10% for pre payment**

2. Handling via Germany Warehouse

From free arrival airport up to free delivered booth

1 CBM = 330 kg

Shipment up to 25 kg	€ 125.00
Shipment up to 50 kg	€ 175.00
Shipment over 50 kg	€ 85.00 / CBM / Min 3 CBM

3. Direct Delivery to Venue –

From free arrival venue up to free delivered stand, first time spotted:

1CBM = 330 kg

Shipment up to 50 kg	€ 175.00
Shipment over 50 Kg	€ 75.00 / CBM/Min 3 CBM
Truck 7.5t	€ 850.00
Truck 13.6 M	€ 1,550.00

4. Customs Formalities

Carnet ATA

Temporary importation under ATA Carnet	€ 190.00
--	----------

Temporary Importation

Temporary importation and/or re-exportation	€ 190.00
Customs bond fee 3.5% CIF Value	€ 150.00 Min

Permanent Importation

Per shipment / per document / per exhibitor	€ 190.00
---	----------

Duties & Taxes as per outlay. Fees for an advanced payment of duty & tax

+ **10% for pre payment**

Customs inspection	€ 55.00
---------------------------	---------

Special Clearances

Food, beverages, pharmaceuticals etc. Available upon request

5. Other Charges

Handling of empties (including storage)	€ 75.00 / CBM/Min
Forwarding commission - per order / shipment	€ 75.00
On-site representative for service / support	€ 55.00
Self-unloading /loading fee	
Entry to the loading area, each truck from 7.5 ton will be charges	€ 200.0

Outbound Handling Charges

The same rates will apply for outbound services.

Please Note:

1 CBM = 300 KG

1 LDM = 4 CBM

The above rates do not include local VAT that will be charged where applicable.

The above rates are for services provided from Mon – Fri, 08:00 – 17:00

Overtime surcharge (17:00 – 22:00) – additional 35% on total move in/out charges.

Overtime surcharge (20:00 – 08:00) – additional 50% on total move in/out charges.

Saturday Sunday & Holidays – additional 100 % on total move in/out charges

DATE: _____

Dear Exhibitor / Stand Builder / PR Company,

Please return the below form fully filled in to MERKUR Expo logistics

E-mail: akerman@merkur-expo.com

Pre advise - Material handling form

Congress name	
Exhibitor name	
Stand #	

Shipment information

Service requested		
Door to Door	Germany Advance Warehouse	Direct to Venue

Shipper's name	
E mail address	
Tel #	
Purchase order #	
Truck size	
Courier tracking #	
Airway bill number (AWB #)	
Number of pieces	
Weight in Kg	
CBM	

Billing details

This is to confirm that the payment for handling the above cargo will be Covered by our company.

Company details _____ VAT No. _____

Email _____ Phone _____

Address _____

For payment by credit card please approach MERKUR.

EXHIBITION GOODS

Via Germany Warehouse

Domestic Cargo / Courier Shipments

Exhibitor or Company Name

Stand/Booth No.

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH

C/O Schmitt Peterslahr

A U F D E M HÖHCHEN 2

56587 Oberhonnefeld, Germany

Dirk Dewald: +49 2634 / 95 44 50

For : ICS 2019 - Gothenburg, Sweden.

Box No. _____ of _____

EXHIBITION GOODS

For the Exhibitor's Stand Only

Direct to Venue

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

The Swedish Exhibition & Congress Centre
Mässans Gata/Korsvägen, 412 94 Gothenburg, Sweden
For : ICS 2019 - Gothenburg, Sweden.

Box No. _____ of _____

INSERTS

VIA GERMANY WAREHOUSE

Domestic Cargo / Courier Shipments

Exhibitor or Company Name

Stand/Booth No. (if relevant)

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F D E M HÖHCHE N 2
56587 Oberhonnefeld, Germany
Dirk Dewald: +49 2634 / 95 44 50
For : ICS 2019 - Gothenburg Sweden.
Box No. _____ of _____

Marketing/Promotional Material

For Congress Unmanned Display

Via Germany Warehouse

Exhibitor's Name

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH

C/O Schmitt Peterslahr

A U F D E M HÖHCHE N 2

56587 Oberhonnefeld – Germany

For : ICS 2019 - Gothenburg, Sweden.

Box No. _____ of _____