

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for **ICS 2022 Exhibition**.

The Exhibition will be held as part of the **ICS 2022** which will be held from **7-10 September 2022** in **Vienna, Austria**.

The exhibition floor plan has been designed to maximize the exhibitors' 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 in Vienna and wish you a successful meeting and exhibition.

Best Regards,

**Diyana Yosifova**

**Exhibition and Industry Coordinator**



E: [dyosifova@kenes.com](mailto:dyosifova@kenes.com) | T: 41 22 9080488 Ext. 285

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## SECTION 1: General Information

### ICS 2022 Meeting Secretariat

**Kenes Group**

Rue François Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488 | Fax: +41 22 906 9140

### Meeting Dates

Wednesday, September 7 until Saturday, September 10, 2022

### Sponsorship and Exhibition Sales Contact

**Maris Oreskovic**

Tel: +41 22 908 0488 Ext. 311 | E-mail: [moreskovic@kenes.com](mailto:moreskovic@kenes.com)

### Exhibition Manager

**Diyana Yosifova**

Tel: +41 22 908 0488 Ext. 258 | E-mail: [dyosifova@kenes.com](mailto:dyosifova@kenes.com)

### Project Manager

**Orna Gilboa**

Tel: +41 22 908 0488 Ext. 976 | E-mail: [ogilboa@kenes.com](mailto:ogilboa@kenes.com)

### Registration Specialist

**Tsvetina Berova**

Tel: + 41 22 908 0488 Ext. 255 | E-mail: [reg\\_ics22@kenes.com](mailto:reg_ics22@kenes.com)

### Hotel Accommodation

**Irina Sapir**

Tel: + 41 22 908 0488 Ext: 998 | Email: [isapir@kenes.com](mailto:isapir@kenes.com)

Hotels Listing: <https://www.ics.org/2022/hotels>

### Venue

Austria Centre Vienna (ACV)

Bruno-Kreisky-Platz 1,

1220 Wien, Austria

Website: <https://www.acv.at/en/>

### Meeting Website

For updated information regarding the meeting, please visit the website:

<https://www.ics.org/2022/>

**Exhibition Deadlines**

Action Item	Deadline	Contact Person
Company profile	<b>As soon as possible</b>	<b>Via Kenes Exhibitor's Portal</b> <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Designed Booth Approval	<b>Monday, 25 July 2022</b>	
Text for Fascia (Shell Scheme stands only)		
Lead Retrieval Wireless Barcode Reader	<b>Tuesday, 9 August 2022</b>	
Badge Order Available only after submitting company profile	<b>Tuesday, 9 August 2022</b>	<b>Tsvetina Berova</b> <a href="mailto:reg_ics22@kenes.com">reg_ics22@kenes.com</a>
Stand Construction / Additional Stand Fittings / Furniture Rental / Graphics & Signage / Electricity / Daily Booth Cleaning	<b>Tuesday, 9 August 2022</b>  <b>Late orders from 9 to 25 August:</b> <b>Surcharge 25%</b> could apply for late orders	<b>SEG</b> <b>Ivaylo Alexiev</b> Mobile: + 359 89 8770977 Email: <a href="mailto:ivoal@seg.live">ivoal@seg.live</a>
Catering	<b>Please contact directly the Catering Company to advise you for deadlines.</b>	<b>Motto Catering GmbH</b> <b>Mr Thomas Huszar</b> Bruno-Kreisisky-Platz 1, 1220 Wien Tel: +43 1 585 23 03 – 28 Mobile: +43 664 88180298 E-mail: <a href="mailto:t.huszar@mottogroup.at">t.huszar@mottogroup.at</a> Website: <a href="http://www.motto-catering.at">www.motto-catering.at</a>
Wi-Fi and Internet Services	<b>Please contact Exhibition Manager</b>	<b>Diyana Yosifova</b> <a href="mailto:dyosifova@kenes.com">dyosifova@kenes.com</a>
<b>Delivery</b>		
Door to Door Shipments	<b>Please contact MERKUR</b>	<b>Merkur Expo Logistics</b> <b>Mrs Irit Sofer</b> Mobile: +972-52-8890129 E-mail: <a href="mailto:irit.sofer@merkur-expo.com">irit.sofer@merkur-expo.com</a>
Airfreight Shipments		
Shipment via Advance Warehouse	<b>31 August - No later</b>	
<b>Partial trucks and courier will be handled only via advance WH</b>		
Exhibition goods – Only full load trucks	<b>Subject to time slot</b>	

**Exhibition Timetable – subject to change**

<b>Exhibition Set-up</b>	Tuesday, 6 September 2022	10:00-20:00 (For Space Only Stands) 16:00-20:00 (For Shell Scheme Stands)
	Wednesday, 7 September 2022	08:00-16:00 For all stands (Quiet set-up: decoration only)
<b>Exhibition Opening Hours</b>	Wednesday, 7 September 2022	16:30 - End of Welcome Reception
	Thursday, 8 September 2022	10:00-16:30
	Friday, 9 September 2022	10:30-16:00
	Saturday, 10 September 2022	10:30-15:00
<b>Dismantling / Breakdown</b>	Saturday, 10 September 2022	15:00-17:00 (Quiet dismantling) 17:00-23:00

**Important notes:**

- Timetable is subject to change.
- Empty crates and packaging materials must be removed after set-up and **no later than Tuesday, 6 September 2022 at 19:30.**
  - All aisles must be clear of exhibits and packaging materials to enable cleaning.
  - **All exhibitors should be at their booth 30 minutes before the official opening hour.**
  - Dismantling of the booths before the official hour **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 10 September 2022 at 18:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.
    - Please note that participants will be walking through the Exhibition area to reach the Product Theatre & E-Posters area which will be active before and after the Exhibition Opening. If you chose not to man your booth, please consider the below.
      - 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. Please consider as well the above if you choose not to man the booth during the official hours.
      - General security guard will be patrolling during official closing hours.
      - You are cordially invited to the Welcome Reception held in the Exhibition Area on **Wednesday, 7 September from 17:00.** Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Area.

## SECTION 2: Exhibition Floor Plan

### Exhibition Floor Plan

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

For most updated floor plan and list of exhibitors, please see the [online floorplan](#)

## SECTION 3: Exhibition Services

### Exhibitor Badges

All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Individual participant names will not appear on badges in order that they may be used interchangeably between staff members.

Exhibitor badges will be given as per your contract.

Two exhibitor badges will be given for the first 9 sqm booked and 1 additional badge for each 9 sqm after. Any additional exhibitor's badges will be charged an exhibitor registration fee of **250 EUR**.

The Exhibitors badges allow access to the exhibition area, refreshments served as indicated in the programme timetable and attendance at the Welcome Reception.

Additional Exhibitor badges can be ordered online via the Exhibitor's Portal:

<https://exhibitorportal.kenes.com>

or contact the ICS22 Registration team at [reg\\_ics22@kenes.com](mailto:reg_ics22@kenes.com)

**Deadline: Tuesday, 9 August 2022**

\*Please make sure that your Company Profile has been submitted **before** placing an order

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.

### Service Passes: Access to the Exhibition Hall during Set-up and 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 Exhibition Manager.

### On Site Exhibition Manager Desk

The Exhibition Manager Desk will be open throughout the Exhibition set up, opening and dismantling period. Prior to this time, if you have any queries regarding your participation at ICS 2022, please feel free to contact the Exhibition Manager:

**DiYana Yosifova:** Tel: +41 22 908 0488 Ext. 258 | Email: [dyosifova@kenes.com](mailto:dyosifova@kenes.com)



**“K-Lead” Application – Barcode Scanner Application (no device is included)**

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 Application should be installed on your company/personal device. Operational information will be sent on request.

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: "KLead" App
- Cost per unit € **600** (Additional 4% service charges will be added for payments by credit card)

**Please Note:**

- In the 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 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 delegates’ badges contain 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.

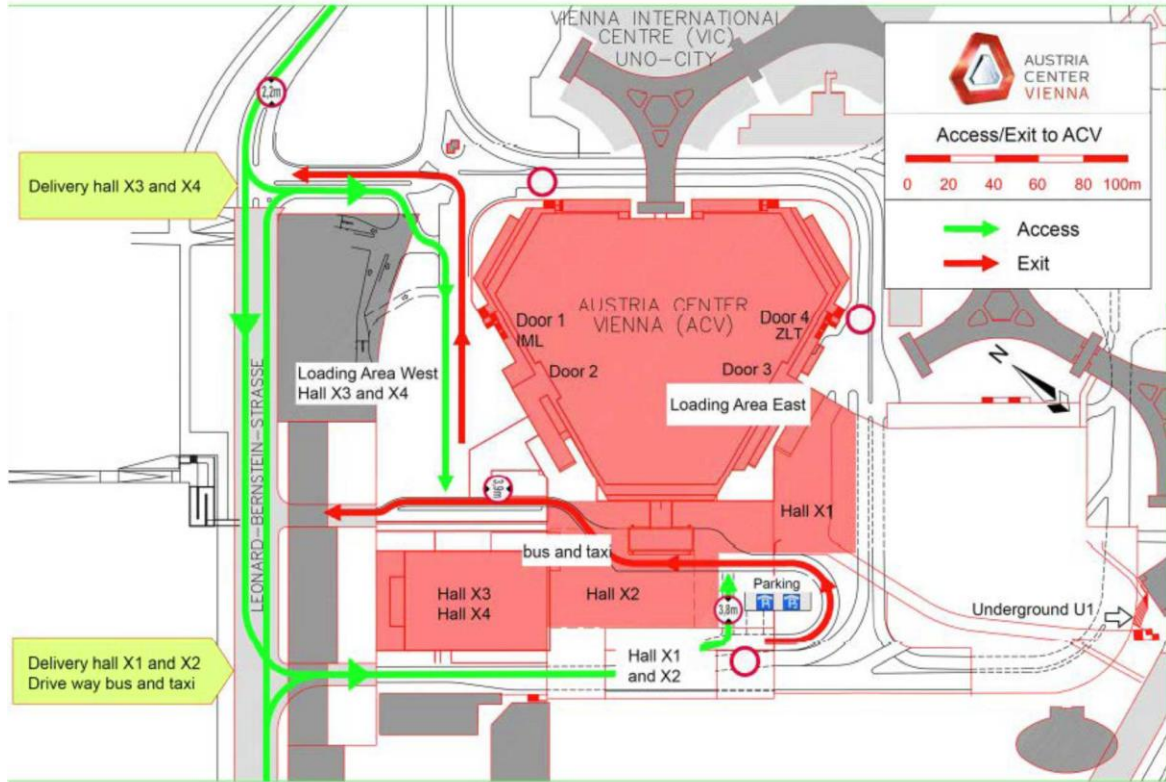
To order K- Lead, please refer to the online Exhibitors’ Portal

<https://exhibitorportal.kenes.com>

**Deadline: Tuesday, 9 August 2022**

## SECTION 4: Technical Information

### Access Route



### Loading and Unloading

To ensure smooth unloading and delivery we recommend dispatch using the official logistic agent. You may choose your own shipper, but kindly note that **Merkur Expo Logistics** is the exclusive agent for move-in and move-out.

### Vehicle Passes and Unloading

Due to limitation of delivery entrances, please respect the clearways and waiting times. All exhibitors, also the ones who prefer to unload themselves, need to apply for loading and unloading slots.

Please contact Ms. Irit Sofer at [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com).

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

Night-time noise regulations: Noise restrictions generally apply between 10 p.m. and 6 a.m. and on Sundays and public holidays.

Restrictions on the movement of goods vehicles apply on Saturdays between 3 p.m. and midnight and on Sundays and public holidays between midnight and 10 p.m. In addition, no trucks over 7.5 tons, neither vehicles with trailers over 3.5 tons are allowed on the streets in the night (Sunday to Monday) 22:00 until 06:00, except for low-noise vehicles (marked with a green round sign with a white L) with a speed limit to 60 km/h.

The Austrian traffic regulations must be observed. It is forbidden to leave engines running.

### **Access to the Exhibition Hall**

#### **Transport of booth construction materials and exhibits to and from the premises:**

The delivery and removal of materials and goods for the exhibition booths 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.

#### **Use of goods only lifts**

Delivery is via the IML delivery entrance Gate 1 (west) and must be announced in advance.

Exhibits are brought into the Austria Center Vienna building using goods lift with a capacity of 3 tons payload. Goods lifts may not be used to transport people.

The freight elevators inside the Austria Center Vienna and in the exhibition halls can only be operated with a key from outside. The keys are available at Gate 4 and will be handed out after signing a form. All keys must be returned immediately after finishing all deliveries as there is only a limited amount available. Freight needs to be stored and secured within the yellow lines in the elevator. The elevator must be called from the level to which the freight needs to be delivered.

All **freight elevators** have the following **measurements**:

**6.20 m (length) x 3.20 m (width) x 3.10 m (height)**

Goods lifts will be operational during the build-up and breakdown periods.

#### **Use of passenger lifts and escalators**

Passenger lifts and escalators may not be used to transport goods and equipment.

**Vehicles and forklifts** are not allowed inside exhibit areas.

Only forklift trucks operated by **Merkur Expo Logistics** are permitted within the loading bay.

In the exhibition areas, only pallet jacks and trolleys are allowed.

#### **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 booth/company representative to be available when deliveries are made.

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

#### **Storage**

- The ACV has no 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 Booths, 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.

Storage of empties: Empties should generally be stored directly with **Merkur Expo Logistics**.

## Hall Specifications

### Exhibition Hall

The exhibition will be held in Entrance Hall + Hall F on Ground Level (Level 0).

Please find a link to **the ACV Virtual Tour**:

<https://tour.360grad-team.com/de/vt/wYCqt6AUs2?view.hlookat=206.33&view.vlookat=0.21&view.fov=100>

### Floor

- Floor finish in Entrance Hall: asphalt
- Floor finish in Hall F: a parquet floor
- Maximum floor load: 500 kg/sqm

### Raised Floor/Platform

- Exhibitors who use such platforms should bear in mind that the maximum height allowed, measured from floor level to the top of the platform is 4.5cm.
- 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.

### Build-Up Height

- The maximum building height for the top of all elements varies **between 2.5 and 4.5 meters** depending on your booth location. Please check the floor plan for your booth height.
- 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 with mutual walls that is above 2.50 m in height needs to be designed with neutral Surfaces (white).

### Electricity and Electrical Installations

- Power supplies and other utilities are supplied into the Booths via the ceiling
- To order 24 hours' power supply please contact the official contractor.
- **For electricity**, please contact **Ivaylo Aleksiev** at [ivoal@seg.live](mailto:ivoal@seg.live)
- Per 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.

Only the official Contractor is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor must order an electrical switchboard from the official builder and to pay for the electrical consumption per his power needs.

**IMPORTANT:** all exhibitor electrical equipment must be tested and tagged for electrical safety compliance.

## Space Only Stands: Technical Information and Regulations

We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact the Austria Center Vienna to coordinate a visit at: [em@acv.at](mailto:em@acv.at).

Exhibitors using independent contractors are required to submit the following for approval by **Monday, 25 July 2022**:

1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.
2. A list of all electrical appliances to be installed in the stand.
3. Insurance
4. The name and contact details of their construction company.

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, 25 July 2022**

- 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 sideway walls will not be approved.
- Construction finish must be perfect in all the stand's visible areas, including rear sides.
- If you have floor platform at your stand higher than 4.5 cm, you are required to provide a ramp for handicapped access.
- Advertising on the boundary with other stands is prohibited.
- Island Booths should be partly accessible on all "open" sides. Requests to be partially exempted from this rule should be submitted in writing to the Exhibition Manager.
- Multilevel structures are not permitted.
- **The maximum building height for the top of all elements varies between 2.5 and 4.5 meters depending on your booth location. Please check the floor plan for your booth height.**
- Any parts facing neighboring stands need to be designed with neutral surfaces (white).
- The Organizers will not approve stands that do not comply with the accepted standards until the necessary changes have been made.
- **Ceiling hanging: Important note:** due to modernization works completed mid-May, the updated rigging guidelines and plan will not be ready before mid-July. Please consider this if you are interested in any rigging elements for your booth.

For rigging the exhibitors are obliged and required to use the venue's ceiling grid for the preparation of the rigging points which must be announced as early as possible. The Austria Center Vienna reserves the right to deny rigging requests in case the instructions and rules are not followed. All suspension points must be inspected and approved by Austria Center Vienna. The weights of suspended objects must be supplied for this purpose within a fully dimensioned plan (CAD, PDF etc.). All Exhibition Halls are equipped with a ceiling grid, from which objects can be suspended by a rigging master employed by Austria Center Vienna. **All suspended objects need to be inspected and approved on-site by a structural engineer (at the exhibitor's expenses)** once mounting is completed. The appropriate date and time will be agreed between the Austria Center Vienna and the structural engineer.

- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Work cannot commence until the exhibitor's layout is approved by the Organizers.
- If you require additional Booth equipment (Furniture, Graphics, etc.), please refer to the order forms at the end of the manual.

## Shell Scheme Stands: Technical Information and Regulations

To ensure a smooth and efficient installation and dismantling of your stand, an official Stand Contractor has been appointed (See SECTION 6: Official Contractors).

- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the Exhibitors wishing to remove or change the location of any standard equipment (e.g., spotlights) within the booth should indicate clearly on the location plan and forward it together with clear instructions to **SEG** before 25 July 2022.
- All booths are on rental basis.
- 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.
- No additional booth fitting or display may be attached to the standard booth structure.
- No tape, nail or fixture of any kind can be affixed to the partitions, floor, ceiling, or fascia
- Exhibitors are liable to any damage caused to their booth fixtures, fittings at the meeting
- **Corner Booths are provided with two open sides.** An exhibitor occupying a booth at the corner can request to close the additional side(s). If **SEG** is not being notified in writing **before 25 July 2022, it will be assumed that the exhibitor will for opening on the additional side(s).**
- Exhibitors requiring additional equipment, furniture, accessories etc. should contact **SEG** as per the above deadlines
- No painting is allowed, no usage of nails
- Double sided tape can be used to affix lightweight Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures
- Damaged panels will be charged to the exhibitor causing such damage
- Excess stock, literature or packing cases may not be stored on, around or behind Booths, unless contained within a lockable

### Shell Schemes that have been pre-booked with Kenes includes the following:

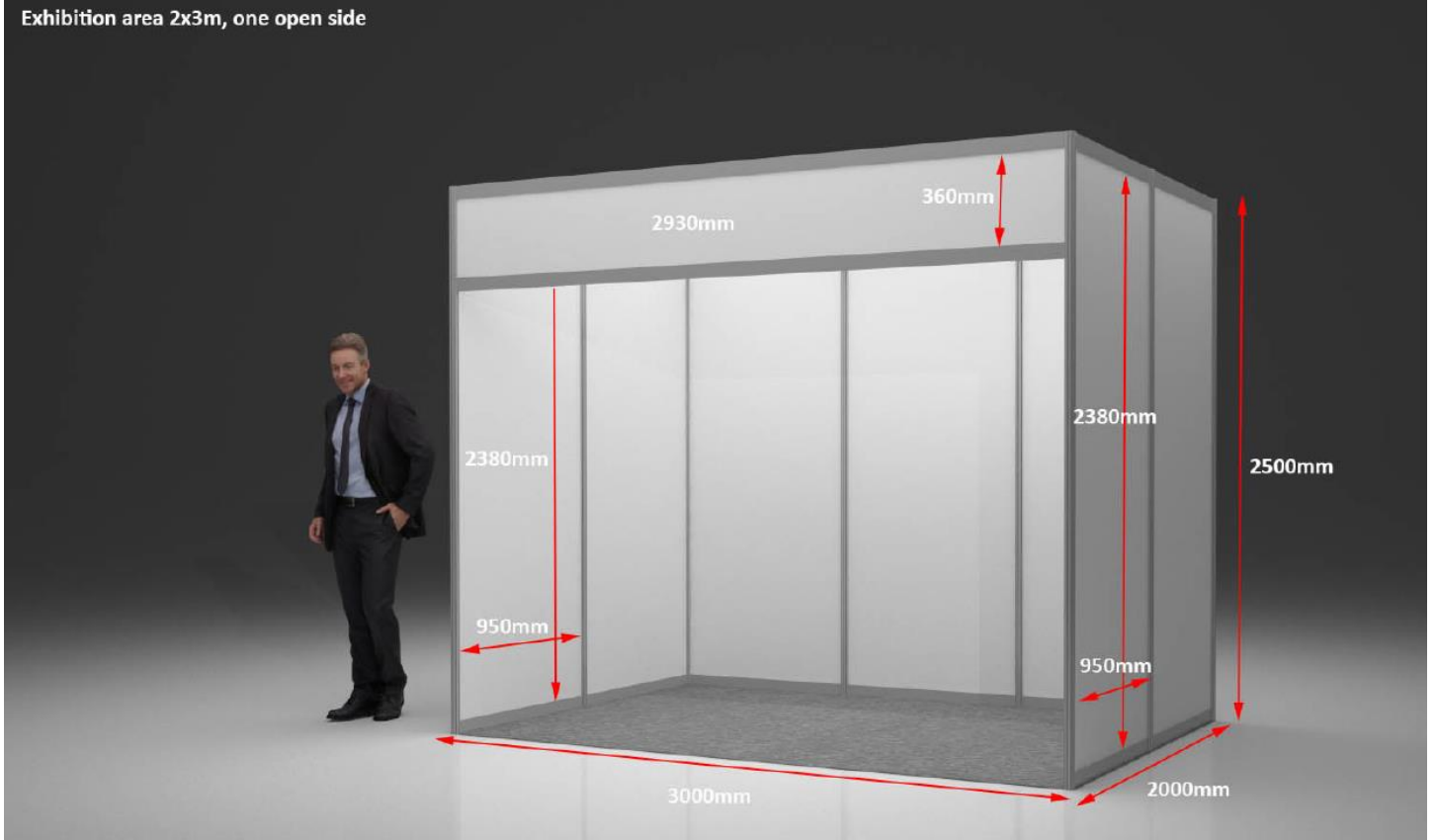
- Shell Scheme system
- Fascia with lettering
- 3 clip lights
- Carpet (blue colour)

### **\*\*Stand package hire does not include:**

- Electricity
- Furniture
- Booth cleaning

For furniture, electricity and cleaning requests contact: **Ivaylo Aleksiev** at [ivoal@seg.live](mailto:ivoal@seg.live)

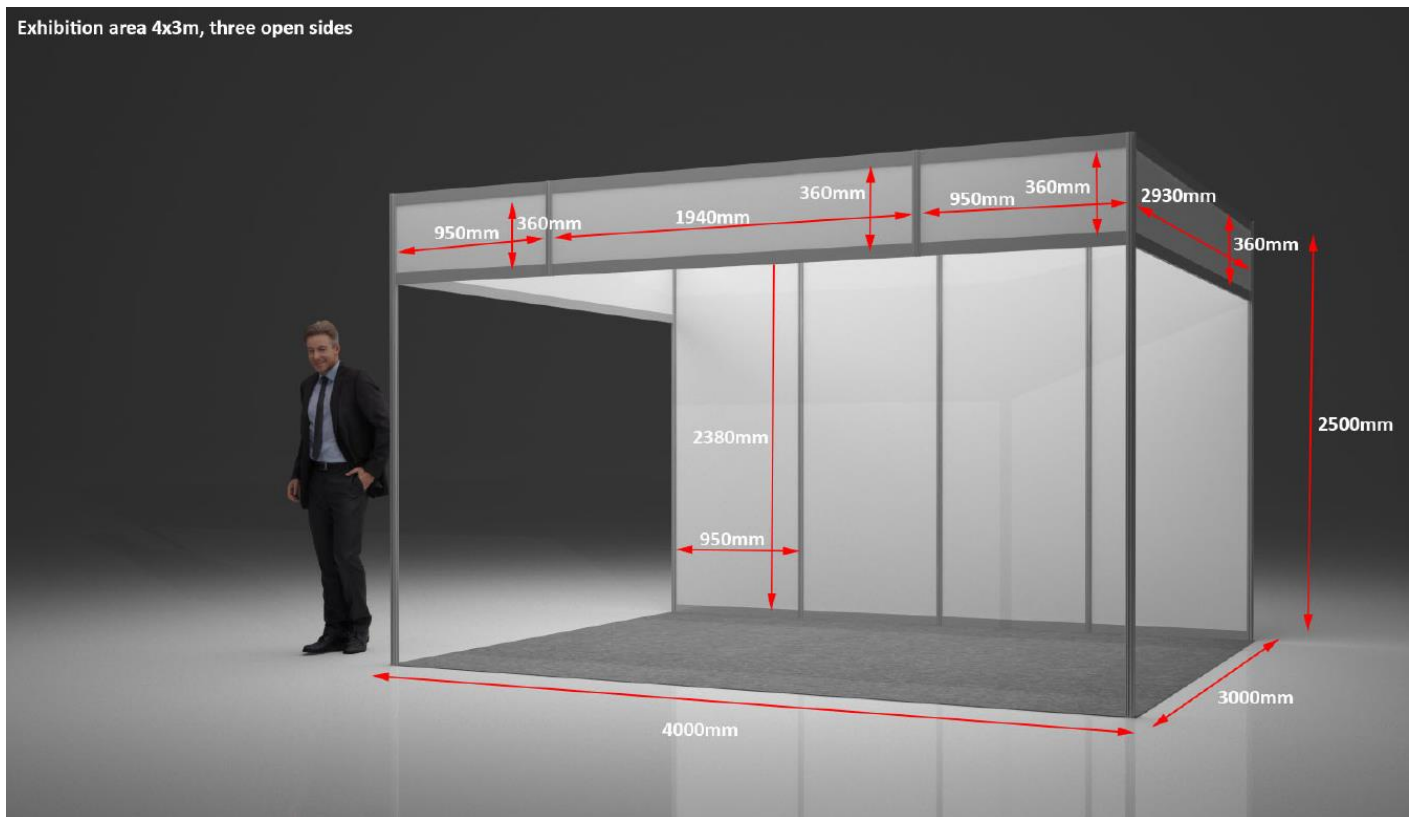
Exhibition area 2x3m, one open side



Exhibition area 3x3m, one open side



Exhibition area 4x3m, three open sides



### Fascia Sign

Please submit the company name for your fascia panel of the stand via Kenes ExhibitorsPortal no later than **Monday, 25 July 2022**: <https://exhibitorportal.kenes.com>

*\*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.*



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

### 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 and drugs.

The Exhibitors and contractors are required to wear the necessary personal protective equipment such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.

The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

### Children

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 must 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 Building

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 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 venue in removing this property will be charged to the exhibitor.

### Fire Regulations and Fire Insurance (compulsory)

- Stand material and fittings must be nonflammable or impregnated with fire retardant chemicals. As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Exhibitors must be insured against fire.

### 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 organizer.

### 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 venue are **strictly forbidden**.

**Insurance (compulsory)**

- Neither the organizers 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 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 organizer or by third parties in regard to technical services provide.
- While every reasonable precaution will be taken to protect the exhibitors' property while on display at the Exhibition, it must be clearly understood that the organizers, the management of the ACV, and the official contractors can accept NO liability for any loss or damage sustained. You are also responsible for insuring against any legal liability incurred with respect to injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control. Please ensure that you have adequate insurance cover for the duration of the event.
- 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.
- Exhibitors are required to have a previous credential, which implies the presentation of an insurance policy for civil and professional liability, covering damage caused in the premises or to a third party and possible damage due to stoppage of CCL's activities, in the amount of 1.000.000,00 EUR.

**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 venue or any part thereof in any manner whatsoever.

**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 used as headsets within the stand so that it does not disturb neighboring exhibits.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Distribution of balloons filled with a gas that is lighter than air is not allowed.

**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.

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

**Smoking Policy**

The ACV operates a NO SMOKING policy in all halls and the entire premises.

**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.

**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 organizers at the expense of the exhibitor concerned.

## SECTION 5: Booth Services

### Internet & Wi-Fi

- For ordering Wired Connection please contact the Exhibition Manager at: [djiosifova@kenes.com](mailto:djosifova@kenes.com)
- Please be advised that all WLAN networks will be created exclusively by Kenes/Venue.
- The Organizers/Venue retains the right to shut down any WLAN networks created individually.
- 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 booth, we would recommend ordering a wireless or wired connection, at an extra cost, to guarantee a high-quality service inclusive of technical support.
- Please be advised the creating private WI-FI network in the booth is not allowed.
- The Venue and the Organizers reserve the rights to discontinue any activity which interfere with the hall WI-FI coverage
- For ordering wireless connection, please contact the Exhibition Manager at: [djiosifova@kenes.com](mailto:djosifova@kenes.com)

### Stand Cleaning

The Organizers will arrange for general cleaning of the Exhibition premises (excluding exhibits and displays) prior to the opening of Exhibition and daily prior to opening thereafter.

### Security

- Neither the organizers nor the ACV can accept responsibility for security of the stands and their contents or damage to and theft of any goods. Exhibitors are responsible for the security of their Booth and equipment.
- The organizers will provide security guard services in the Exhibition Hall during the program closing hours. Individual Booth security may be ordered additionally.
- For ordering security please contact **Diyana Yosifova** at [djiosifova@kenes.com](mailto:djosifova@kenes.com)

### Loading / Unloading

For information regarding loading bay, please refer to the Shipping Instructions at the end of this manual. Only **Merkur** can operate machinery inside (forklifts, etc.) to unload/load trucks. Security at the entrance will allow access to the loading bay considering its capacity.

Entry to the loading area is subject to confirmed time slot & pre alert. The elevator will be operated by MERKUR only.

Every van / truck / car needs a time slot for unloading. After they are finish with unloading the vehicle need to leave the loading bay, there is no parking space on the venue.

### Parking

Parking during unloading is limited for short time only.

Trucks and vehicles higher than 2m: parking spaces are available at the Parking lot West (located next to Gate 1) on a first come, first serve basis until further notice. Please also note that parking spaces cannot be reserved and therefore can be occupied. Also, trucks must always be placed in the most space saving manner and contact details of the drivers (Name, Phone number) must always be placed in the front shield.

All other vehicles and cars lower than 2m: please use the parking garages of the Austria Center Vienna. Information regarding access and fees can be found online: <https://www.acv.at/en/exhibit/arriving/>

**Hotel Accommodation**

Kenes Group 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://www.ics.org/2022/hotels> or email us to: [booking@kenes.com](mailto:booking@kenes.com)

You may also book a room online through the above link.

For group booking (10 rooms and more) please contact Irina Sapir at [isapir@kenes.com](mailto:isapir@kenes.com).

Different payment and cancellation conditions apply.

## SECTION 6: Official Contractors

### Stand fitting\ Graphics and Signage\ Booth construction\ Electricity\ Daily Booth Cleaning

Please note that **SEG** is the official Booth Contractor.

You may contact **SEG** to upgrade\modify your shell scheme booth which was pre-booked from Kenes.

**SEG** can provide exhibitors with designs and custom build booth. For more information, please contact directly **Ivaylo Aleksiev** at [ivoal@seg.live](mailto:ivoal@seg.live), also for electricity and daily booth cleaning.

Catalogue is available here: [LINK](#)

Order form is available here: [LINK](#)

### Catering Services

Catering is **exclusive** to **Motto Catering** and should be ordered in advance. Supporters who wish to order food and beverages for their symposium, meeting/hospitality room or exhibition booth are welcome to do so directly with the **official ICS 2022 Caterer**:

#### Motto Catering GmbH

ICS 2022 dedicated web shop for catering orders: [click here](#)

#### Mr Thomas Huszar

Bruno-Kreisky-Platz 1, 1220 Wien

Tel: +43 1 585 23 03 – 28

Mobile: +43 664 88180298

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

Website: [www.motto-catering.at](http://www.motto-catering.at)

#### Freight Handling & Customs Clearance Agent

#### **MERKUR EXPO LOGISTICS GmbH**

Ms. Irit Sofer

Mobile: +972-52-8890129

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

## SECTION 7: Important Documentation and Information from the Venue

**ACV Exhibition Manual Technical Information** – please [click here](#)

**ACV Emergency Exits and Exit Routes** – please [click here](#)

**ACV Safety and Security Fact Sheet** – please [click here](#)

**ACV Fire Action Plan** – please [click here](#)

**ACV Guidelines for Decorations & Materials** – please [click here](#)



## SECTION 8: Shipping Instructions

**Merkur Expo Logistics GmbH** has been appointed the official forwarding agent and clearance agent for all Kenes congresses. **Merkur Expo Logistics** offers the following services: customs clearance, delivery to the booth, 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** 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 **Merkur** 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 **Merkur**.

### Covid-19 – Health and Safety for your experience

Exceptional times call for exceptional safety measures. That is why we have been working with instructions to create a multi-layered safety approach. We are adapting as necessary whilst leading the move in/ out

Please inform **Merkur** who will be your main contact person.  
This person will be responsible for your stand onsite.

Please make sure to get final Instructions and regulations close to meeting date.  
Involve **Merkur** in your planning your timetable and needs.

### Contact Details:

**Merkur Expo Logistics**

Contact: Mrs Irit Sofer

Mobile: +972-52-8890129

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

To view the full ICS 2022 Shipping Instructions, please click on this link: [Shipping Instructions](#)

**Please note these important dates:** (Due to Covid make sure to get update instruction closer to the meeting)

Buildup	6 September 2022
Meeting dates	7-10 September 2022
Breakdown	10 September 2022
<b>SERVICE</b>	<b>DEADLINE</b>
Door to door shipments	Please contact Merkur
Airfreight shipments	Please contact Merkur
Shipment via Advance warehouse Partial trucks and courier will be handled only via advance WH	31 August – No later
Exhibition goods – Only full load trucks	Subject to time slot