



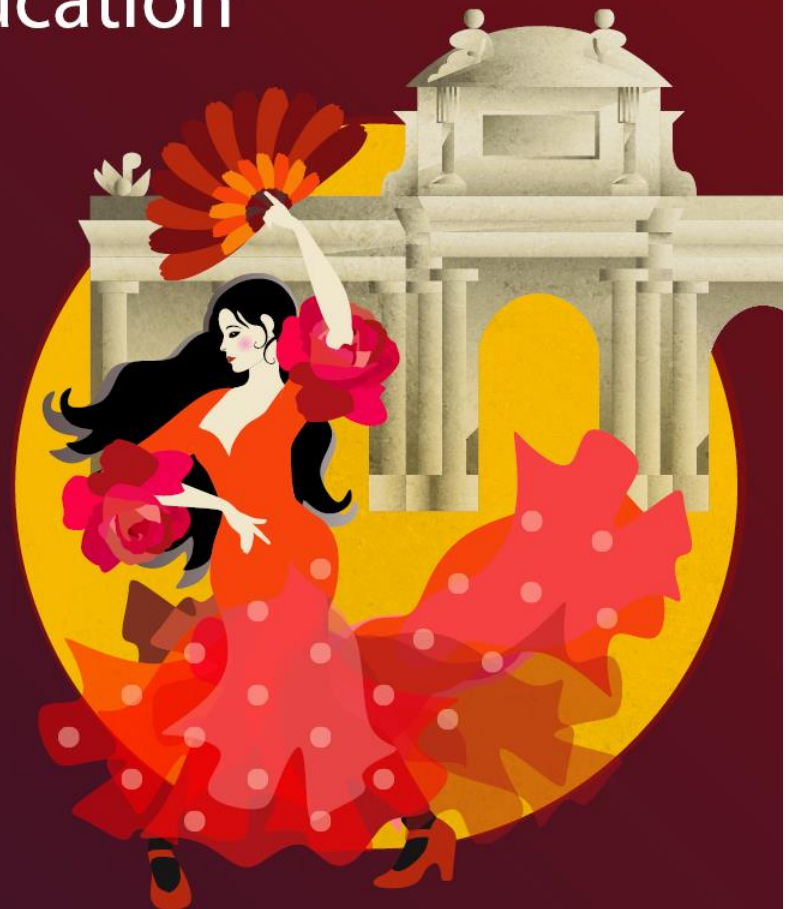
 **ICS 2024**
MADRID

Leading continence
research and education

23 - 25 October

#ICSMeeting

www.ics.org/2024



**EXHIBITORS' TECHNICAL MANUAL
FOR ONSITE**



5 September 2024

Dear Exhibitor,

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

The exhibition will be held as part of the **ICS 2024 Annual Meeting** which will be held on **23 – 25 October 2024** in **Madrid, Spain**.

Please read this manual **thoroughly** as it provides **important** information and is designed to assist you in preparing for the ICS 2024 Exhibition.

Please share this manual with your stand builder, agency and everyone working on this project.

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

We look forward to welcoming you in Madrid and wish you a successful meeting and exhibition.

Kind Regards,

Diyana Yosifova

Exhibition and Industry Coordinator



E: dyosifova@kenes.com | T: 41 22 9080488 Ext. 285



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SECTION 1: GENERAL INFORMATION

ICS 2024 Meeting Secretariat

Kenes Group

Rue François Versonnex 7 1207 Geneva, Switzerland

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

Meeting Dates

From Wednesday, 23 October until Friday, 25 October 2024

Venue

IFEMA MADRID

North Convention Centre, Pavilion 9

Address: Avda. del Partenón, 5

28042 Madrid, España / Spain

Website: <https://www.ifema.es/en>

Meeting Website

For updated information regarding the meeting, please visit our website <https://www.ics.org/2024>

Exhibition Manager & Industry Coordinator

Diyana Yosifova

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Tsvetina Berova

Tel: +41 22 908 0488 Ext: 255

E-mail: reg_ics24@kenes.com

Hotel Accommodation

Irina Sapir

E-mail: isapir@kenes.com

<https://hotels.kenes.com/congress/ics24>

Furniture Rental / Graphics & Signage / Additional Booth Fittings / Plants & Flower Decorations

4foreverything

[Click here](#) for *4foreverything Virtual Shop*

For queries, please contact Exhibitor Services Dept:

E-mail: ICS@4foreverything.com

Freight & Material Handling

MERKUR

Contact person: Irit Sofer

E-mail: irit.sofer@merkur-expo.com

Tel: +972 52 8890129



Exhibition Deadlines and Key Dates

Action Item	Deadline	Contact Person
Hotel Reservation for Staff	As soon as possible	Irina Sapir isapir@kenes.com https://hotels.kenes.com/congress/ics24
Company logo and profile	As soon as possible and no later than Monday, 16 September	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com For enquiries, please contact: Diyana Yosifova diosifova@kenes.com
Booth design for approval (For 'Space Only' booths)	As soon as possible and no later than Monday, 30 September	
Text for Fascia (Shell Schemes)	Wednesday, 09 October	
Lead Retrieval Barcode Readers	Wednesday, 09 October <i>Onsite rate will be applied after this deadline</i>	
Extra Exhibitor badges	Wednesday, 20 September	
Mandatory Setup and Basic Power Fees (applicable for all booths) <i>Exclusive Services</i>	Wednesday, 09 October	4foreverything 4foreverything Virtual Shop: Click here For queries, please contact: 4foreverything Exhibitor Services Department ICS@4foreverything.com
Electrical Power Booth Construction & Fittings Furniture Hire AV Equipment Labour Installation & Dismantling Floral Arrangements Hostesses & Temporary Staff Stand Cleaning Parking Passes	Monday, 16 September: Early bird prices From 17 September to 7 October: Regular Prices From 8 October onward: Onsite prices, stock upon availability	
Graphics	Prices as per the deadlines above, artwork files should be sent no later than 7 October	
Rigging (For 'Space Only' stands) <i>Exclusive Services</i>	As soon as possible and no later than Monday, 30 September	
Dedicated Internet (Wi-Fi and Wired) <i>Exclusive Services</i>	Wednesday, 2 October	
Stand Catering <i>Exclusive Services</i>	Wednesday, 9 October	MICE Catering Javier Monasterio javier.monasterio@micecatering.com +34 648 90 20 89
Delivery Information		
Advanced Shipments to Germany Warehouse	No later than 14 October	Merkur Expo Logistics Ms. Irit Sofer irit.sofer@merkur-expo.com +972 52 8890129
Direct Shipments to Venue	Subject to time slot, <i>only full load trucks</i>	
Door to door shipments	Please contact Merkur	
Airfreight shipments		



Exhibition Timetable

***subject to change**

Exhibition Set-up	Monday, 21 October 2024 For Space Only Stands	10:30 – 20:00
	Tuesday, 22 October 2024 For All Stands	08:30 – 20:00
Exhibition Opening Hours	Wednesday, 23 October 2024	09:30 – End of Welcome Reception (Approx. 19:30)
	Thursday, 24 October 2024	10:30 – 17:30
	Friday, 25 October 2024	10:00 – 16:30
Dismantling / Breakdown	Friday, 25 October 2024	16:30 – 23:30 *Shell Scheme stands must be empty by 18:00

Important notes for exhibitors:

- Timetable is subject to possible changes in accordance with the [scientific programme](#). Updates will follow in due time.
- All exhibitors should be in their stand 30 minutes before the official opening hour.
- Empty crates and packaging material must be removed after set-up and no later than **Tuesday, 22 October 2024 at 18:00**.
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that participants will be walking through the Exhibition Area to reach the E- Posters area which might be active before and after the Exhibition Opening Hours.
- 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 stand before / after Exhibition Operating hours in case you have valuable stuff in your stands.**
- **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.
- All shell scheme booths are required to be on time for dismantling. Exhibitors should pack their materials before the official contractor dismantles the booth structure.
- **Shell Scheme stands:** any equipment, display aid or other material left behind after **Friday, 25 October 2024 by 18:00** will be considered discarded and abandoned.
- **‘Space Only’ stands:** any equipment, display aid or other material left behind after **Friday, 25 October 2024 by 23:30** will be considered discarded and abandoned.



- Any charges incurred for waste removal will be sent to the exhibitor.
- **Not included the removal of signage or publicity elements installed.** These elements must be removed by the installing company. In the event this does not take place, IFEMA MADRID shall execute this service, and the Exhibitor will be invoiced for the costs of the machinery and personnel required for their removal.
- **Under no circumstances shall IFEMA MADRID provide the service of removal carpet or other types of floorings** (eg. linoleum, vinyl, laminates, etc.). The obligation of the complete removal from the IFEMA MADRID Fairgrounds shall correspond solely to the installing company. If said removal does not take place, is incomplete or partial, or part or all the carpet and/or other floorings are left within the spaces rented **or elsewhere on the venue premises** (eg. waste containers, loading bays, etc.) the Exhibitor will be invoiced for all related costs.

Welcome Reception

You are cordially invited to the **Welcome Reception** which will be held in the Exhibition area on **Wednesday, 23 October (See the meeting programme for the exact start time)**. Exhibitors are asked to please man their booth during the Welcome Reception in the exhibition area.



SECTION 2: EXHIBITION FLOOR PLAN AND LIST OF EXHIBITORS

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

- For most updated Floor plan and List of Exhibitors, please [click here](#)
- Please see all Exhibitors and Supporters [listed here](#)



SECTION 3: EXHIBITION SERVICES

Exhibitor Badges

All exhibitors are required to be registered and will receive a badge.

Exhibitor badges will be personalized with the badge holder name and company.

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 **EUR 260**.

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

If you wish to order additional Exhibitor badges, 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.

For any further questions, please contact the ICS24 Registration team at

reg_ics24@kenes.com

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 always wear their name badges.

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); Welcome Reception
This badge will not 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, bar and service personnel, photographer), etc.



Access to the Exhibition Hall during Set-up and Dismantling Times

PREVENTION OF LABOUR RISKS AND BUSINESS ACTIVITY COORDINATION

(SAFETY AND LABOUR RISK REGULATION – COORDINATION OF BUSINESS ACTIVITIES)

Ensuring the health and safety of all the people working in a workplace is the legal obligation of the workplace owners, and thus the aim of IFEMA management.

In accordance with current regulations, this addresses the contractors, subcontractors, freelancers and exhibitors carrying out work during the assembly and dismantling phases of fairs and events, working for themselves or others, in the IFEMA exhibition/meeting areas.

Please fill this form here before the set up starts:

<https://www.ifema.es/en/support/labour-risks-form-fairgrounds>

MINIMUM INSTRUCTIONS REGARDING INDIVIDUAL PROTECTION EQUIPMENT (IPE) DURING SETUP AND DISMANTLE

Effective immediately, as a preventative measure, generally speaking, and due to the concurrence of activities, the obligation to wear **protective helmets, high-visibility vests and security footwear during setup and dismantle** periods of trade fairs and exhibition areas, has been established.

In no case will access to the halls be allowed without the aforementioned individual protection equipment; this instruction affects any person accessing, passing through, working or merely being present, in exhibition halls or outdoor exhibition areas during setup and dismantle periods.

This instruction sets forth minimal conditions and does not exempt the use of other protective gear that may be required for the execution of specific tasks to be carried out during the above-mentioned setup and dismantle periods.

On-Site Exhibition Management Desk

The Exhibition Management 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 2024, please feel free to contact the Exhibition Manager: **Diyana Yosifova**: Tel: +41 22 908 0488 Ext. 258 | E-mail: dyosifova@kenes.com



Lead Retrieval/Badge Scanners: K-Lead Application

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead App. Supporters 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' contact information with a quick scan of their badge.

Advantages of the **K-Lead application**:

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **“Quick Scan” Function:** Ability to quickly scan delegates as they enter the session hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility:** Download from the **Apple Store** or **Google Play** using “Kenes K-Lead App.”

Cost per unit: EUR 700 (excl. 4% credit card fee and VAT if applicable) / **Device NOT included!**

Deadline: 2 weeks prior to the meeting / **Onsite rate of EUR 850** after above deadline.

Unlock the Power of **K-Lead Plus**:

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: EUR 750

Key Notes for K-Lead and K-Lead Plus:

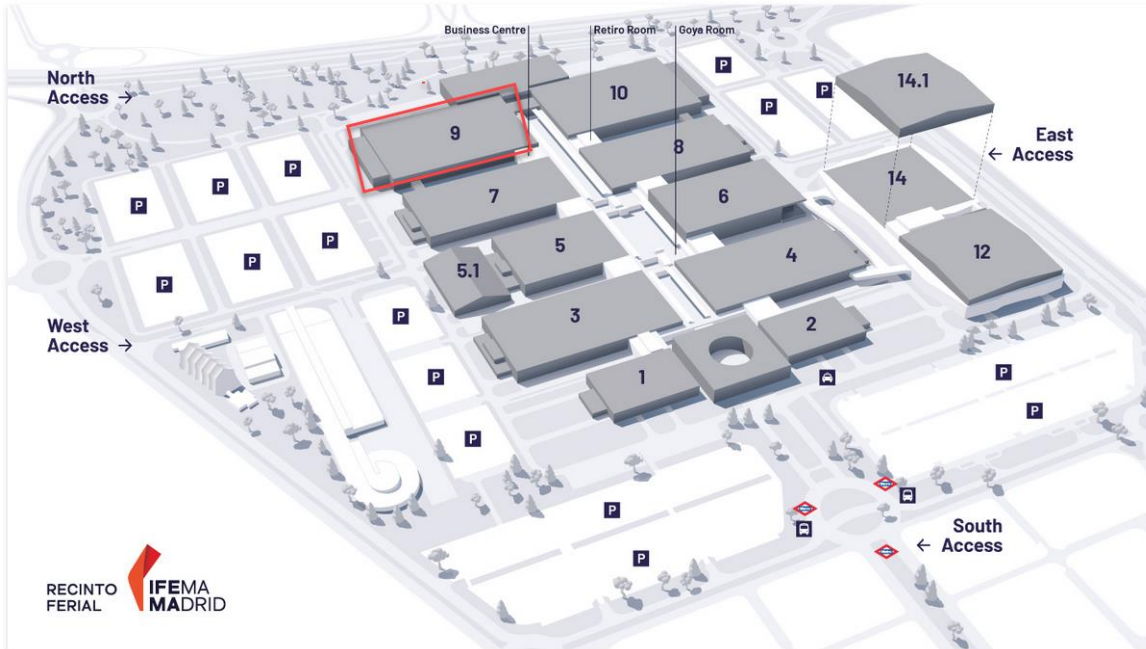
- ***Device Not Included:*** The application must be installed on your personal or company device (tablet/smartphone).
- ***Reliable Data:*** Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.
- ***Content Responsibility:*** Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.
- ***Easy Reservation:*** Secure your Wireless Barcode Reader in the Exhibitor's Portal.
- ***GDPR Compliance:*** We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.
- ***By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to Data Processing Agreement.***
- **How to order K-Lead and K-Lead Plus?** -> Please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>



SECTION 4: TECHNICAL INFORMATION

Hall Specifications and Important Technical Information

The exhibition will be held in in **IFEMA MADRID, North Convention Centre, Pavilion 9**. 360 view is available [here](#).



Floor Finish: Concrete

We will provide blue carpet for the “shell scheme” booths booked via Kenes.

Power supplies, network and telephone cables, if ordered, will run into your stand via the floor.

Raised Floor / Platform

All stands and decorative elements must be built on a wooden base or platform and must have access ramps for the disabled. All companies must assemble their stand in compliance with section DB-SUA of the CTE (Technical Building Code). IFEMA may request that the exhibitor provides documentation that accredits this if it deems it necessary.

Please note that if your booth has a platform, you are required to provide at least one wheelchair **ramp** of at least 1.2 m wide to ensure access for people with disabilities.

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

All the stand three-dimensional construction or decoration blind elements (double panel walls on a frame, towers, podiums, platforms etc.) shall have at least two facing holes with a minimum diameter of 8 mm, at a maximum height of 0.4 m. PARTICIPATION RULES FOR EXHIBITORS IN EXTERNAL ORGANIZATION FAIRS 12.

Build-Up Height

- Maximum build-up height from the ground: **4m**
- Rigging from the ceiling is permitted up to **6-meter** measuring from the floor to the top of the suspended banner/element
- Shell scheme stand build up is **2.5m**



Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths. **Any part facing neighbouring booths that is above 2.50 m in height (in case of back-to-back wall) needs to be designed with neutral surfaces (white).** Also, the reverse of the structure must be nicely finished (no wiring, no graphics, no logo).

Ceiling Hangings / Rigging

Rigging is permitted. The maximum rigging height allowed is **6 meters**, measuring from the floor to the top of the suspended banner/ lighting truss.

For the approval of your stand rigging project, it is necessary to provide the following documentation:

- “Authorization request for rigging structures in halls” (form available [here](#))
- A brief memory in Word or PDF of the stand that includes:
 - A description of the installation
 - A weight table where the weight of every element is described and can be checked
 - The weight of every single suspension point.
 - Security system of the structure
 - **IMPORTANT: this information has to be in a single document (PDF or Word), not in a mail or in the filled form.**
- A plan with the location of every point. The points must be numbered in order to check the weights properly.
- A plan with the orientation of the stand so that the builder can check the weights properly
- Certificates of each element of the installation.
- If there’s any hanging element that is a non-homologated structure (made of wood, metal or rigid plastic), it’s mandatory to submit a rigging certificate **signed by a competent Spanish technician** to be able to hang it.

Kindly prepare and send the required forms to inspeccion.rigging@ifema.es and ics@4foreverything.com, and please CC the Exhibition Manager at dysifova@kenes.com.

Subject to compliance with the conditions of use of the steel structure.

All rigging must be done by 4foreverything! Deadline for Rigging projects: 30 September

Mandatory Setup and Basic Power Fees (applicable for all booths)

At IFEMA, setup charges are mandatory and cover the following services provided during the setup and dismantling periods:

- *Paramedic.*
- *Inspection of electrical installations.*
- *Cleaning of common areas (aisles & bathrooms).*
- *Electrical connectivity and power for setup and dismantle tasks.*
- *Electrical consumption of 130W/m² during the event.*
- *Use of paint cupboards.*
- *Personalized Exhibitor Care Desk service.*

Mandatory fees for shell scheme booths: **30,42€/m²**

Mandatory fees for “Space only” booths: **22,09€/m²**

The mandatory setup fees should be paid through the [4foreverything Virtual Shop](#).

Deadline: Wednesday, 09 October



Shell Scheme Booths

To ensure the smooth and efficient installation and dismantling of your booth, **4foreverything** has been nominated as the **official stand contractor** for the ICS 2024.

Shell Schemes which have been pre-booked via Kenes include the following:

- **Structure:** Aluminium silver structure 2,5m high, with white infill panels along the perimeter of the space, including fascia towards open aisles
- **Floor:** Midnight blue carpet with protective foil (foil removal not included)
- **Company name on Fascia board:** Company name written in black cut vinyl on the fascia, including stand number
- **Lights:** 3x clip lights (scales with stand size)



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

*Image shown is for illustration purpose only

Shell Scheme booths do NOT include:

- **Mandatory power consumption, assembly fee and power box** (cost: 30,42€/m2)
- **Furniture**
- **Graphics**
- **Daily cleaning**
- **Foil protection removal:** Shell scheme booths are provided with foil protection on the carpet and plastic covering the furniture. Foil removal is not included in the standard package. If required, can be purchased directly from the builder.

Furniture Rental / Graphics & Signage / Additional Booth Fittings / Plants & Flower Decorations / and other supporting services can be ordered directly via **4foreverything** by **Monday, 16 September** in order to take advantage of **Early Bird Prices**.

Orders received from 17 September to 7 October are subject to 25% surcharge. All orders from 8 October onward are subject to 50% surcharge, stock upon availability.

[Click here](#) for **4foreverything Virtual Shop**.

For queries, please contact **Exhibitor Services Department** at ics@4foreverything.com.

For exact panel size for graphics, please refer to the **4foreverything Shell Scheme Package** document: available [here](#).



Fascia Sign

Please submit lettering for fascia via the [Exhibitor's Portal](#) by **Monday, 09 October**.

If you wish to print your company logo on the board, instead of your company name or in addition to the name, this can be ordered at additional cost via **4foreverything** – the official stand contractor.

If text for your fascia is not received by above deadline, we will provide you with a fascia title as per the company name in your application form.

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by **4foreverything** – 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 shell scheme 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 **Monday, 16 September 2024**.
- No free-standing stand-fitting or display(s) may exceed a height of **2.50 m** 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.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave a mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- 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 notified in writing before **Monday, 16 September** it will be assumed that the exhibitor will have opening on the additional side(s). Contact the official stand contractor 4foreverything at E-mail: ics@4foreverything.com.
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with blue carpet. If the exhibitor wishes to have a carpet in a different colour, an additional fee will be required. Please contact 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 visit the [4foreverything Virtual Shop](#) or contact the official stand contractor 4foreverything at E-mail: ics@4foreverything.com



Space Only Booths

Exhibitors using independent contractors are required to submit the following for approval **by Monday, 30 September**:

- **A scaled drawing (scaled 1:200 DWG), including elevation views** of the proposed booth to be built.
- **Utility connections: a list of all electrical / gas powered devices / water and drainage / appliances** to be installed in the booth and **a floorplan of your stand indicating the location of your main connections and required consumption** for each connection.
- The name and contact details of the construction company.

Please submit the files through the Kenes Exhibitor's Portal: <https://exhibitorportal.kenes.com>.

Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises. Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.
- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideway walls will not be approved.**
- **Island booths** should be partly accessible on all "open" sides. You are only allowed to build walls that covers third of each side. We try to keep the exhibition as open and inviting as possible. Requests to be partially exempt from this rule should be submitted in writing to the Exhibition Manager.
- Construction finish must be perfect in all the booth's visible areas, including rear sides and booth ceiling.
- **Raised floor/platform:** please note that if your booth has a platform, you are required to provide at least one wheelchair **ramp** of at least 1.2 m wide to ensure access for people with disabilities. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible.
- **All structural back walls of neighbouring booths must be properly decorated. Back Walls (reversed side) over 2.50 m in height must be finished in white (no wiring, no graphics, no logo).**
- Advertising on the boundary with other booths is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- The **maximum building height** for the **top** of all elements in the booths is **4 meters** (subject to approval of booth plan).
- **Ceiling Rigging** is permitted. Please refer to the previous section.
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
 - 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 must 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.



Important notes:

- The organiser 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 organiser.**
- **The used space must be returned to IFEMA Madrid completely clear of all items and restored to their original state.**
- We recommend that exhibitors using independent stand contractors include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact convenciones@ifema.es to coordinate a visit.

Electrical Power (applicable for all stands)

- Shell scheme stands: As part of the **Mandatory Setup and Basic Power Fees (applicable for all booths)** you have a power box and 130W/m² included in your space; if you need more power, be sure to order your corresponding power box and add extra power to cover that power box
- Space only stands: As part of the **Mandatory Setup and Basic Power Fees (applicable for all booths)** you have 130W/m² included in your space; be sure to hire a power box below that power. If you need more power, please hire as much extra power to cover your needs AND the power box you need

The mandatory setup fees should be paid through the [4foreverything Virtual Shop](#). **Deadline: 09 October**

Electrical Connection + Fuse-board + Certification Packs: offered by 4foreverything. If you select this option, the fuse-board(s) hired will be installed at the beginning of setup in the location indicated on a stand floorplan to be sent to 4foreverything.

If you choose the “own distribution board” option, be aware it is the stand-builder’s responsibility to ensure that a Spanish-licensed electrician coordinates the Electrical Installation Certificate with the Regional Government of Madrid. You must then present the Electrical Installation Certificate to the IFEMA’s official inspection company. They will then check the installation once it is in place, and if they agree that all is in order, give the OK for electricity to be turned on at the stand.

Electrical connection (applicable for all stands)

All electrical connections shall be undertaken by the installer of the stand, under the supervision of IFEMA’s Technical Department. This shall be done from the distribution point established by IFEMA for optimal use of the network and shall consist of a power socket manufactured by MARECHAL, with the following characteristics:

- Supply up to 32 A: “DS” type connector 380/400 V-50 Hz 3P+N+T
- Supply up to 63 A: “DS” type connector 380/400 V-50 Hz 3P+N+T

For consumption in excess of 63 A, the stand board must be connected directly to IFEMA’s electrical supply. These sockets must be contained within the distribution ducts/channels of the halls and be fully accessible for inspection so that possible incidents can be resolved.

In the case of the North and South Convention Centres, the cables running from the assembler’s panels shall be directly connected to the terminal boxes distributed throughout these areas.



Electrical distribution of installations and/or stands: Protection measures for guaranteeing safety (applicable for all stands)

The installer will place an electrical control panel or board as close as possible to the supply entrance point with at least:

- General all-pole circuit breaker (including neutral breaker) and gauge, according to the supply line. This circuit breaker can be two-pole when the rating is not greater than 25 A.
- A residual current device of 30 mA of sensitivity and with a rating not less than that of the general circuit breaker.

Receiver devices with consumption greater than 16A must be individually protected at the board. Electrical boards must have closed housings that cannot be opened without a tool or a key, except for their manual switches. If they are triggered from the inside, they must offer protection from possible direct contact. The degree of protection of such housings shall be IP4X for interior and IP45 for exterior. They must be fixed to a structural element of the stand and cannot be placed at floor level. The board and its features must be maintained in optimum condition



SECTION 5: BOOTH SERVICES

Cleaning

The organiser 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).

Shell scheme booths are provided with foil protection on the carpet and plastic covering the furniture. Foil removal is **not** included in the standard package. If required, can be purchased directly from the builder.

Daily booth cleaning and foil removal (for shell scheme booths) can be ordered directly with the [4foreverything Virtual Shop](#) or contact the official stand contractor 4foreverything at E-mail: ics@4foreverything.com.

Internet & Wi-Fi

Please be advised the **Private Wi-Fi network installations in the stand are not allowed**. The Venue and the organizers reserve the right to discontinue any activity which interferes with the hall Wi-Fi coverage.

Complimentary Wi-Fi will be provided by the Meeting during official Meeting days at most areas. This public Wi-Fi connection is limited to 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 to guarantee a consistent internet connection inclusive of technical support. Kindly specify what kind of internet-based activities are planned, how much Bandwidth will be required for your stand and whether wireless or wired connection (or both) is required. 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.

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.

Submit your request for internet connection in advance, by email to the Exhibition Manager at dysifova@kenes.com.

Deadline: Wednesday, 2 October 2024.

Catering

MICE Catering exclusively offers food, beverage and catering services. Exhibitors who wish to order food and beverages for their booth are welcome to do so directly via **MICE Catering**.

To order or discuss in further detail, please **contact Javier Monasterio at:**

Email: javier.monasterio@micecatering.com | **Tel:** +34 648 90 20 89.

Deadline: Wednesday, 9 October 2024

Important notes:

- **MICE Catering exclusively** offers food, beverage and catering services. Absolutely no food or beverage from outside the venue is allowed into the premises **without prior written approval from the Catering agency**. This includes bottled water and all types of catering equipment such as coffee makers, juicers, popcorn machines, etc.
- **MICE Catering and the venue** reserve the right to add a charge for the entry of any F&B products not supplied by the caterer (authorization is necessary from the caterer and the venue).
- The exhibitor must consider the space available in the booth to store and display the requested deliveries.



Hostesses & Temporary Staff Hire

Hostesses and temporary staff hire can be requested directly on the [4foreverything Virtual Shop](#) or contact the official stand contractor 4foreverything at E-mail: ics@4foreverything.com.

Security

The organizers will provide security guard services in the Exhibition Hall during closing hours.

- 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 organizers nor IFEMA can accept responsibility for the security of the booths and their contents. The venue as well as the organiser 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 booth and equipment.

If you wish to hire security for your stand, please contact the official stand contractor **4foreverything** at E-mail: ics@4foreverything.com.

Material Handling (Storage)

Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) should be coordinated with Merkur team (payable service).

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

Please contact Merkur with information on sizes and number of parcels, size and storage period.

Contact: Ms. Irit Sofer at e-mail: irit.sofer@merkur-expo.com | Tel: +972-52-88902129

Getting to IFEMA

Getting to the IFEMA from both within and outside Madrid is easy. Simply choose the option that best suits your travel plans: <https://www.ifema.es/en/how-to-get-here>

Move-In/Out

Merkur has been appointed to provide Material Handling services for ICS 2024. Exhibitors must use **Merkur** to perform this service which includes:

- receiving, documenting, and inspecting your shipment(s) on arrival
- unloading of shipment(s) at the exhibition site dock & delivery to booth
- removing of empty containers from booth to storage area
- storing your empty containers in the storage area
- returning of empty containers to booth after exhibition closing
- moving your outbound shipment to the loading dock
- reloading of shipment(s) from dock on to your carrier

Contact: Ms. Irit Sofer

E-mail: irit.sofer@merkur-expo.com | Tel: +972-52-88902129

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 and the service entrance.



Access for Deliveries

Please be advised that neither the Organizers 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.

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

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

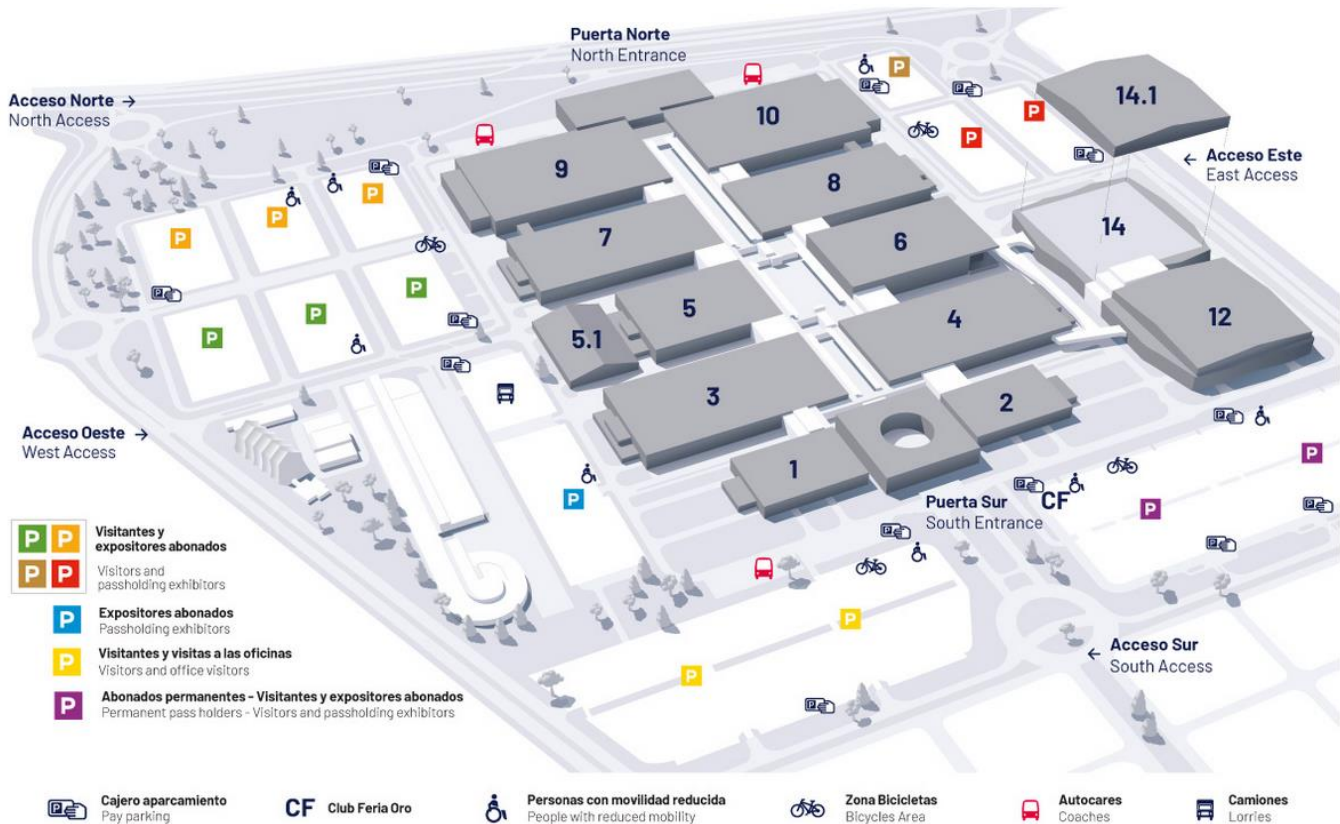
Shipments should arrive not earlier than Monday, 21 October 2024 (during the official working hours, please check the Exhibition Timetable). Any deliveries prior to this date, or off the official working hours, will not be accepted. Please refer to the Shipping Instructions for the deliveries address.

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.

Parking

Detailed information regarding the parking at IFEMA is available here: <https://www.ifema.es/en/services/parking>

Parking full service for build-up, exhibition days and dismantling can be purchased directly on the [4foreverything Virtual Shop](#) (for any enquiries, please contact the builder at ics@4foreverything.com).





SECTION 5: RULES AND REGULATIONS

Binding for all exhibitors and their subcontractors

Animals

It is not permitted to bring animals into the venue.

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. Please note that **Personal Protective Equipment** must be worn during move in/out when there is forklift or rigging activity.
- 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. If you need the RA Form, please contact dynosifova@kenes.com.

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, etc.) 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 venue 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 flammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage of paint, liquids, gas or other flammable substances in the booth space is forbidden.
- The use or storage of flammable substances is forbidden (liquids, gas or other).



- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.
- All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Centre. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, and certain other plastic materials cannot be made flame retardant and hence, their use is prohibited. An Official Fire Resistance Certificate must accompany all materials.

Decorations

The following materials require prior authorization:

- Helium balloons, glitter and confetti
- Decals on floors, escalators, windows, walls and pillars.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Smoke

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

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 Venue 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 Venue 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 it is going to be brought inside the exhibition area.

Once the Venue 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 venue are not allowed.

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third party liability insurance is obligatory. It remains the Exhibitor's full responsibility to insure themselves appropriately.
- 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 their property and person and for the property and persons of their employees through full and comprehensive insurance and shall hold the organizers harmless 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 provided.



- 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 venue 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 neighbouring 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.

- 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 venue cannot accept liability for loss of or damage to private property or goods.
- Neither the venue nor the organizers can accept responsibility for the security of the booths and their contents. The venue 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 official builder.

Personal Transportation Vehicles

Bikes, skates, electric scooters 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 neighbouring booths.



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

Smoking Policy

Smoking is NOT PERMITTED anywhere inside the venue, including e-cigarettes and vaporizing.

Social Events

Companies can only arrange social events on the evenings when there is not an official ICS event – Welcome Reception and Annual Dinner. Events may be organised after the Welcome 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 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 the 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 venue and/or the organizers at the expense of the exhibitor concerned.

Safety of the Stand

The structures of the stand, and any of the elements used in its decoration, must have the necessary rigidity and stability to prevent any risk to people or goods. Steps, railings and level change protections shall be designed in accordance with the relevant regulations and, specifically, with the Technical Building Code (CTE), and comply with the following criteria: Openings on second floors and level changes to a height of more than fifty (50) centimetres above floor level and projections in the flooring must be protected by a parapet or railing ninety-five (95) centimetres high. The same criteria shall be used to protect the perimeters and overhangs on second floors accessible to people. Level changes of fifty (50) centimetres or less must be signalled by means of tactile and visual differentiation. The tactile differentiation must be positioned 25 cm from the edge of the change of level. The Exhibitor is responsible for the structural safety of the stand. IFEMA may request that the Organiser provides documentation that accredits this if it deems it necessary.

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

IMPORTANT:

Please read thoroughly the IFEMA Exhibitors Forms & Guidelines: <https://www.ifema.es/en/support/external-organizers-fairgrounds>

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

Exhibitors must comply with IFEMA technical guidelines including operation, fire safety, construction, and other security regulations: <https://www.ifema.es/en/doc/general-rules-exhibitors/reglamento-expositores-ing.pdf>

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 Organisers and exhibitors, including the exhibition service and stand construction companies commissioned by them to perform work on site.



SECTION 6: SHIPPING INSTRUCTIONS

[CLICK HERE FOR ICS 2024 SHIPPING 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 ICS 2024 Meeting**. **Merkur** offers the following services: customs clearance, delivery to the booth, freight forwarding, manpower & trolleys for unloading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons **Merkur** is the **exclusive** agent nominated by the organizer for move in and move out and handling of empties. 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.

Contact Details:

Merkur Expo Logistics

Contact: Ms. Irit Sofer

Tel: +972-52-88902129

E-mail: irit.sofer@merkur-expo.com

Insurance of Goods

All cargo should be insured from point of origin.

Door to Door Shipment

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

Airfreight Shipments

Please contact **Merkur** for instructions (Ms Irit Sofer: irit.sofer@merkur-expo.com). **IMPORTANT!!!** Please do not send any airfreight shipment unless you receive very specific instructions for invoices, packing list, etc.

Shipment via Germany Advance Warehouse

Merkur Expo Logistics GmbH

Im Steinigen Graben 7

63571 Gelnhausen

Germany

Case marking

ICS 2024 Madrid

Exhibitor Name:

Hall Stand Nr.



Attention for all shipments: Merkur needs a full pre-advise in advance. Please send your full pre-advise to **Merkur**. Shipments with insufficient information or missing pre-advise might be delayed.

Direct Deliveries to Meeting Venue

Full load trucks

IFEMA MADRID, North Convention Centre, Pavilion 9

For delivery direct to the venue, please make sure to send time slot request **no later than 4 working days prior to delivery**.

CMR For direct unloading you will receive a confirmation email and a booking number. This booking reference needs to be stated on the CMR in order to facilitate the identification of the truck on its arrival to the venue.

Courier Shipments

COURIER DIRECT TO STAND, **NOT** A GOOD IDEA:

The exhibition hall is not a permanent warehouse and therefore courier deliveries will be refused, unless the shipment is delivered during the tenancy period and the customer is present at the booth, to receive the parcels from his transport company and sign off the delivery note.

We strongly recommend sending your courier to the warehouse delivery address. It has an additional cost but by doing so you make sure that your items arrive safely and on time to the event.

Please be sure to send us a pre-advise with the full details of the shipment: courier company, number of pieces and tracking number.

All courier shipment must be sent DDP (Delivery duties paid) terms.

Courier charges for handover of import shipping documents € 85.00/ document.

Shipments that arrive without pre alert and payment confirmation will not be accepted.