European Human Genetics Conference

ESHG 2017

Exhibitors’ Manual

Copenhagen, Denmark

27 – 30 May, 2017

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GENERAL INFORMATION – SECTION 1

Exhibition Organiser

For all exhibition related questions, please contact Rose International:

Name: Rose International
Exhibition Management & Congress Consultancy bv
Address: P.O. Box 93260
NL - 2509 AG The Hague
the Netherlands
Contacts: Flora van Laer
Krista Vink
Telephone: +31(0)70 383 89 01
E-mail: fvanlaer@rose-international.com
kvink@rose-international.com
Fax: +31(0)70 381 89 36
Exhibition Service Desk
The telephone number during build-up, exhibition days, and break-down at the Exhibition Service Desk during ESHG 2017 will be +45 3247 3696.

Conference Organiser

For information on the conference programme, please contact the Congress Office:

Name: ESHG 2017 - c/o Vienna Medical Academy - VMA
Address: Alser Strasse 4
AT - 1090 Vienna, Austria
Contacts: Kristina Libova
Telephone: +43 (0)1 405 138 316
E-mail: conference@eshg.org
Fax: +43 (0)1 407 827 4
URL: https://2017.eshg.org

Conference & Exhibition Location

Venue: BCC – Bella Center Copenhagen
Exhibition Area: Hall C
Address: Center Boulevard 5
DK - 2300 Copenhagen
Denmark
ESHG Entrance: Main entrance (Vest Indgang), please see map on page 6.
Telephone: +45 3252 8811
URL: www.bellacentercopenhagen.dk

For any questions regarding the BCC, please contact Rose International.

Note: Do not send any shipments/materials to the BCC, they will not be accepted.

For delivery of goods, see pages 24-25, Section 3 and pages 26-30, Section 4 (Freight Forwarding Agent).

Exhibition Dates & Opening Hours (Conference dates & hours: see next page)

Note: exhibition open already on Saturday.

Saturday 27 May 2017 09.30 - 18.30 hrs See note below
Sunday 28 May 2017 09.00 - 17.45 hrs See note below
Monday 29 May 2017 09.00 - 17.45 hrs See note below

- Note: Exhibitors should be present at their stand 15 minutes before the opening of the exhibition and preferably stay for 15 minutes after closing time. This is for security reasons.
- Stands must be staffed at all times during opening hours of the exhibition.
- If staff is not present when the exhibition opens, the organisers will remove covers from equipment in the stand and will turn on the stand lights.
- For build-up and break-down schedules see pages 8 and 9.
GENERAL INFORMATION
ESHG 2017 – Copenhagen, Denmark, 27-30 May 2017

Conference Dates & Hours (Exhibition dates & hours: see previous page)

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday</td>
<td>26 May 2017</td>
<td>14.00</td>
<td>Registration open</td>
</tr>
<tr>
<td>Saturday</td>
<td>27 May 2017</td>
<td>07.30</td>
<td>Registration open</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.30</td>
<td>Conference programme</td>
</tr>
<tr>
<td></td>
<td></td>
<td>14.00</td>
<td>Opening ceremony followed by first two plenary sessions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20.00</td>
<td>Opening Networking Mixer</td>
</tr>
<tr>
<td>Sunday</td>
<td>28 May 2017</td>
<td>08.30</td>
<td>Registration open</td>
</tr>
<tr>
<td>Monday</td>
<td>29 May 2017</td>
<td>08.30</td>
<td>Registration open</td>
</tr>
<tr>
<td>Tuesday</td>
<td>30 May 2017</td>
<td>09.00</td>
<td>Exhibition closed on Tuesday!</td>
</tr>
</tbody>
</table>


Opening Ceremony and Opening Networking Mixer

Exhibitors are invited to the Opening Ceremony, followed by the first two plenary sessions, on Saturday 27 May from 14.00 – 18.00 hrs, all in the BCC, and to the Opening Networking Mixer at 20.00 hrs in the entrance hall of the BCC. All exhibitors are welcome (free admission but remember to wear your badge). **Note**: the exhibition remains open during the opening ceremony and plenary sessions so do not forget to keep staff on your stand.

Poster Mounting, Removal and Presentation Schedule

Poster presentations will be held in the exhibition hall from **27 – 29 May**. Poster mounting, viewing and removal times are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>27 May 2017</td>
<td>09.30</td>
<td>18.30 hrs Poster mounting / viewing</td>
</tr>
<tr>
<td>Sunday</td>
<td>28 May 2017</td>
<td>09.00</td>
<td>17.45 hrs Poster viewing</td>
</tr>
<tr>
<td>Monday</td>
<td>29 May 2017</td>
<td>09.00</td>
<td>17.45 hrs Poster viewing</td>
</tr>
<tr>
<td>Monday</td>
<td>29 May 2017</td>
<td>16.30</td>
<td>17.45 hrs <strong>Poster removal</strong></td>
</tr>
</tbody>
</table>

WIFI and Internet Connections

WiFi will be available free of charge to all conference participants and exhibitors. To access the free of charge WiFi please use the following log in:

SSID (Name): ESHG2017
Password: eshg2017

Exhibitors requiring a reliable Internet connection on their stand (e.g. for presentations) should order their own connection (see page 22, Section 3, for information and how to order), because continuous access and speed cannot be guaranteed on the general WiFi.

**Note**: It is mandatory for each exhibitor to sign the WiFi Order and Policy Acceptance Form from the BCC. You can find the information and form 5 on pages 42-45, Section 6.

Coffee Breaks, Cash Bar, Lunch, Restaurants & Stand Catering

During the official breaks of the conference (as published in the conference programme), coffee, tea and refreshments will be served in the exhibition and poster area free of charge for participants and exhibitors.

A Cash Bar will be open in the exhibition/poster area during opening hours of the exhibition. The Cash Bar will offer sandwiches, snacks and beverages at a charge (credit card or cash (DKK and EURO)). The menu can be viewed at the Cash Bar.

Lunch boxes can be ordered prior to the conference (**NO on-site orders**) for Saturday 27, Sunday 28, and Monday 29 May. Go to form 3 in Section 5, for costs and to order.

For stand catering, see page 22, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the BCC, unless these are ordered from the official ESHG 2017 catering company (BCC F&B department).
**Events during the Conference - Social and Commercial**
The Annual Meetings Committee of the ESHG do **not allow any commercial company events** during the conference (27 – 30 May), outside the time slots for corporate satellite meetings offered in the sponsor programme. Not in the BCC, neither in other locations in Copenhagen. Outside these corporate satellite time slots, the organisation of **social events** (dinner/drinks/entertainment, so events with a purely social character) by companies/organisations is allowed under special conditions. These conditions and the sponsor programme are available on request. Please contact Rose International.

**Sponsor Programme and Advertising**
ESHG 2017 offers an attractive range of sponsorship and advertising opportunities, giving considerable exposure before and during the conference. Sponsorship items include e.g. corporate satellite time slots during the conference programme, inserts in the conference bags, the badges, the conference signage in the BCC, poster boards, official coffee breaks and many more.

All advertising (also in and around the BCC) and sponsoring for and during ESHG 2017 is exclusively handled by Rose International.

If you have not yet received your copy of the Sponsor Programme, kindly contact Rose International.

**Literature and Give Aways – Free Literature Table**
Distribution of literature and give-aways is **not permitted outside** the exhibitor’s stand (art. 3.4 of Rose International General Conditions). Any literature found outside exhibitors stands will be trashed.

It is however **allowed** to display exhibitors material (1 item per exhibitor), in reasonable quantities, on the Free Literature table, section Company Information, in the exhibition area (location to be determined). Please help to keep the table neat and tidy.

**Cash Dispenser**
There are no cash dispensers in the BCC. You will find a cash dispenser in the lobby of the AC Hotel Bella Sky Copenhagen. The hotel is situated next to the BCC.

**Smoking**
ESHG 2017 is a non-smoking conference, while the BCC does also not allow smoking in any parts of the building.

**Emergency Telephone Numbers**
In case of an emergency (fire, medical, etc.) in the BCC call the following central emergency number: +45 3247 2424 or +45 3247 2420. In case of an emergency during your stay in Copenhagen (outside the BCC) you can call the emergency hotline 112 (when every second counts).

**Currency**
The currency in Copenhagen is DKK (Danish Krone). For up-to-date exchange rates, check at a currency exchange site on the Internet, e.g. www.xe.com.

**Tourist Information**
For tourist information on Copenhagen and Denmark, please refer to the following websites: www.copenhagen.com or www.visitchicago.com or www.visitdenmark.com.

**Visa**
Remember to check with your travel agency, or with the Danish consulate or embassy in your country, if you need a visa to enter the country.

**Parking Private Cars**
When you travel by car, you should follow the “Airport Motorway”, E20. The exit to Center Boulevard is number 19 and is called "Ørestad" with “Bella Center” listed below.

DKK 20/hour. Minimum DKK 15 and maximum DKK 100 for 24 hours
The following payment forms are accepted:
Cash: coins in DKK and Euro
Cards: Dankort, Visa, Euro/Master Card, American Express, Diners Club.
Mobile phone: www.easypark.dk - area code 3533
Parking Trucks
After unloading trucks need to leave the loading area immediately. No truck parking is available at the BCC. For truck parking please have a look at the following website: https://truckparkingeurope.com.

BCC Overview Map

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How to get to the BCC
Bella Center Copenhagen features a central location in the heart of Ørestad with its own Metro station. Bella Center Copenhagen is just 6 kilometres away from Copenhagen Airport and 8 kilometres away from Copenhagen city centre.

By car
When you travel by car, you should follow the "Airport Motorway", E20. The exit to Center Boulevard is number 19 and is called "Ørestad" with "Bella Center" listed below.

By Public Transport
Bus
A number of bus lines stop outside the BCC. Bus timetables and how to plan your trip with public transport can be found on the following websites: www.moviatrafik.dk and www.rejseplanen.dk.

Metro
The Metro will take you to Copenhagen city centre in just a few minutes. The Metro line M1 runs between Vanløse and Vestamager (West Amager). The Bella Center Metro Station is located next to Bella Center Copenhagen’s East Entrance. See www.m.dk for more information on the Metro.

Train
BCC is a 10-15 minute drive by taxi from Copenhagen Central Station. To get to and from Copenhagen Central Station, you can also take the bus line 30, which takes 20-25 minutes. All regional trains also stop at Ørestad Station, where you can transfer to the Metro. For more info see: www.dsb.dk

By air
BCC is a 10 minute taxi drive from Copenhagen Airport (estimated price: DKK 150-200), which offers a wide range of international and domestic flights every day. Regional trains also run from the airport to Ørestad Station.
► Continued on next page.
Free Airport shuttle
A shuttle service operates from 6am to 11pm and runs between Copenhagen Airport and the two hotels, AC Hotel Bella Sky Copenhagen (which is directly connected to Bella Center Copenhagen) and Crowne Plaza Copenhagen Towers.

Getting from the airport to the hotel
After picking up your luggage and entering the airport arrivals terminal, you will find the hotel’s iPad at the airport information desk, containing directions to the shuttle’s bus stop at Terminal 2.

Getting from the hotel to the airport
If you are flying out of Copenhagen, reserve transport with the shuttle bus at the hotel reception.

Departure times from the airport
Every half hour (at :20 and :50) between 6am and 11pm.

Price
DKK 15 each way. The fifteen seats are filled on a first come, first served principle; if the bus is full, other transport expenses are not covered.

Please check out the following url for more details about travelling to the BCC: http://www.bellacentercopenhagen.dk/en-GB/Location/Transport.aspx.

General Conditions of Rose International
The General Conditions of Rose International may be found on the 2nd page of your exhibit application form and are also available on request from Rose International. By signing the exhibit application form, each exhibitor has accepted, as legally binding, these General Conditions.

See also important Rules & Regulations in Section 7.
TECHNICAL INFORMATION – SECTION 2

Build-up Schedule
Exhibitors are strongly advised to use the standard stand construction package (included in the stand space fee, see also form 2 in Section 5), because build-up and break-down times are limited.

A. Schedule for exhibitors using the standard stand construction package

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, 25 May</td>
<td></td>
<td>NO ACCESS for exhibitors who use the package of standard stand construction (Form 2 in Section 5).</td>
</tr>
<tr>
<td>Friday, 26 May</td>
<td>08.30 – 17.30 hrs</td>
<td>Bringing in and installation of exhibits.</td>
</tr>
<tr>
<td>Friday, 26 May</td>
<td>16.30 hrs</td>
<td>Aisles must be clear and empties and packing materials taken for storage.</td>
</tr>
<tr>
<td>Friday, 26 May</td>
<td>16.30 – 17.30 hrs</td>
<td>Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles.</td>
</tr>
</tbody>
</table>

B. Schedule for exhibitors bringing and building their own stand (design stand)

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, 25 May</td>
<td>09.00 – 19.00 hrs</td>
<td>Stand construction works by exhibitors and their stand contractors who bring and build their own stand (Form 2, Section 5) and have a written agreement with Rose International about their construction works on Thursday 25 May 2017. All construction works must be finished on Thursday 25 May by 19.00 hrs, no construction works whatsoever allowed on Friday 26 May.</td>
</tr>
<tr>
<td>Friday, 26 May</td>
<td>08.30 – 17.30 hrs</td>
<td>Bringing in and installation of exhibits inside the stand. No construction works whatsoever allowed (see Thursday).</td>
</tr>
<tr>
<td>Friday, 26 May</td>
<td>16.30 hrs</td>
<td>Aisles must be clear and empties and packing materials taken for storage.</td>
</tr>
<tr>
<td>Friday, 26 May</td>
<td>16.30 – 17.30 hrs</td>
<td>Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles.</td>
</tr>
</tbody>
</table>

► If in doubt whether you belong to group A (standard stand construction stand) or group B (design/own stand), check with Rose International to avoid misunderstandings on your build-up schedule.

For Group B only access: if exhibitor or his stand contractor has a written agreement with Rose International about their building up schedule on Thursday 25 May.

An over-all schedule of build-up procedures is given on page 14 (this Section).

Contractual working hours agreed with the BCC do not allow for any delay in leaving the exhibition area after contractual hours. If an exhibitor, his staff, his contractor or his supplier does not leave the premises at, or before, the times printed above, the exhibitor will be held responsible for additional rental and other fees incurred.
Break-down Schedule

<table>
<thead>
<tr>
<th>A. Schedule for exhibitors using the standard stand construction package</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, 29 May</td>
</tr>
<tr>
<td>as of 17.45 hrs</td>
</tr>
<tr>
<td>18.15 – 20.00 hrs</td>
</tr>
<tr>
<td>19.00 hrs</td>
</tr>
<tr>
<td>20.00 hrs (strict)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Schedule for exhibitors bringing and building their own stand (design stand)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, 29 May</td>
</tr>
<tr>
<td>as of 17.45 hrs</td>
</tr>
<tr>
<td>18.15 – 22.30 hrs</td>
</tr>
<tr>
<td>22.30 hrs (strict)</td>
</tr>
</tbody>
</table>

**Important note:**
- At 22.30 hrs on Monday 29 May all materials/exhibits must have been taken out of the exhibition area in view of the contractual rental period. After 22.30 hrs the organisers are entitled to have goods and (stand) materials removed and stored at the expense of the relevant exhibitor.

**Exhibition Service Desk - Check-in**
Exhibitors should check-in at the Exhibition Service Desk, located in the registration area in front of Hall C, upon their arrival at the BCC in order to pick up their badge before entering the exhibition area (no access without a badge).

**Note:** Rose International will provide worker badges for all staff of exhibitors and their contractors/suppliers who need access to the BCC during build-up and breakdown (this is mandatory). Exhibitors themselves do not need a worker badge since it is assumed that they have ordered an Exhibitors Badge, Exhibitor Conference Badge or an Exhibits Only badge from Rose International.

**Exhibition Service Desk - Opening Hours**

<table>
<thead>
<tr>
<th>Build-up</th>
<th>Thursday 25 May</th>
<th>15.00 – 19.30 hrs only for exhibitors who build their own stand and have a written agreement with Rose International about their construction works on Thursday 25 May 2017.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build-up</td>
<td>Friday 26 May</td>
<td>08.15 – 18.00 hrs</td>
</tr>
<tr>
<td>Exhibition</td>
<td>Saturday 27 May</td>
<td>09.00 – 19.00 hrs</td>
</tr>
<tr>
<td>Exhibition</td>
<td>Sunday 28 May</td>
<td>08.30 – 18.15 hrs</td>
</tr>
<tr>
<td>Exhibition / Break-down</td>
<td>Monday 29 May</td>
<td>08.30 – 20.30 hrs</td>
</tr>
</tbody>
</table>

**Exhibition Service Desk - Telephone Number**
During opening hours of the Exhibition Service Desk from Friday 26 May – Monday 29 May, the following direct telephone line will be in operation: +45 3247 3696.
To reach Rose International on Thursday 25 May, please call their office number: +31 70 383 8901.

**Occupation of Exhibit Space**
If an exhibitor has not taken up his stand space on:

| A. | Friday 26 May 2017 at 16.30 hrs – exhibitors using the standard stand construction package |
| B. | Thursday 25 May 2017 at 19.00 hrs – exhibitors bringing/building their own stand |

Rose International may dispose of exhibitor’s stand space without notice or proof of default. The agreed fees remain due in full and the exhibitor is not entitled to any compensation.
Booth Inspection
Inspection of the booths by Rose International is carried out continuously during build-up procedures to make sure that exhibitors receive the services ordered, and to see to it that the instructions of, and on behalf of, the organisers and the BCC are taken into account.

Technical Specifications
Below are important technical specifications related to (the use of) your exhibit space, the standard stand construction package, and the exhibition area in general.

<table>
<thead>
<tr>
<th>Building height and how to use your exhibit space</th>
<th>Stand walls must be <strong>2.50 m high exactly</strong>, not lower, not higher, measured from the floor of the hall, not from e.g. a raised or technical floor. It is <strong>not allowed to use the walls of neighbouring stands</strong>, each stand must have its own walls, finished to the satisfaction of the organisers.</th>
</tr>
</thead>
</table>
|  |  • **In-line stands** should have **side and back walls** measuring the full depth, width and height (2.50 m) of the rented stand space.  
  • **Head stands** should have a **back wall** covering the full width and height (2.50 m) of the stand. Partly closed side walls are advisable in order to hide e.g. the backside, and wires of spotlights, of a display system in the stand. Contact Rose International for advice.  
  • **Corner stands** must have **two back walls** over the full depth and height (2.50 m) of the stand. |
| Pillars | Some stands have pillars (please see the recent floor plan on the ESHG website: https://2017.eshg.org/index.php/exhibition). The concrete pillars are 40 x 80 cm. |
| Objects in stands | For **objects higher than 2.50 m permission is required** from Rose International. These higher objects should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls. |
| Displays in stands | If you intend to **bring a display system** (e.g. pop-up display) to put in your stand, please inform Rose International of the measurements (height x width in m) so we can check if the display will fit. For spotlights on your system: also see below, Plugs, sockets and adapters. |
| Floor material exhibition area | The exhibition hall has a concrete floor, painted light grey. Aisles will be carpeted and carpet in the stands is mandatory. |
| Carpet in stands | All stand floors must be carpeted.  
  **Carpet for the standard stand construction stands is included in the package** (go to page 20 for instructions on how to indicate your choice of colour). Exhibitors who bring/build their own stand should bring their own carpet or can order this. Please contact Rose International if you wish to order any carpet. |
| Max floor load | Wheel loads (twin wheels): 5,500 kg/m², single points loads per 15x15 cm 4,000 kg/m². |
| Electricity | Single phase 230V/50 Hz current up to 3 kW. Three-phase 400V/50 Hz current + neutral above 3 kW. Electricity connections come from the floor. Also see important information and instructions on page 21, Section 3. |
| Plugs, sockets and adapters | The plugs and sockets in Denmark are the same as the regular European plugs and sockets. Adapters (e.g. US to European) can be ordered through the on-line portal of A-Booth. |
| Voltage transformers | For **equipment requiring 110/120V, a transformer is needed to connect to 230V/400V**. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-Booth. **No on-site** ordering of transformers. |
| Suspensions/ Rigging | The height of the hall allows for suspensions and rigging. Please contact Rose International well in advance if you have any plans for suspensions over your stand. These need careful planning (build-up time is limited!) and the approval of Rose International **before 17 March 2017**. All costs involved in rigging/suspensions will be for the relevant exhibitor. See also important regulations in Section 7. |

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TECHNICAL INFORMATION
ESHG 2017 – Copenhagen, Denmark, 27-30 May 2017
Access to the Exhibition Hall during Build-up hours

A. Exhibitors using the package of **standard stand construction**

- **Access on Friday 26 May only.**
  - Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
  - Entrance during build-up is via the loading area or main entrance (only when hand-carrying materials).
  - Unloading and bringing in of exhibits to be finalised before 16.30 hrs on Friday 26 May.
  - Exhibitors hand-carrying their materials should enter via the main entrance (Vest Indgang) of the BCC (map on page 6).
  - Exhibitors can access the loading area by car to unload. After unloading the car needs to be removed from the loading/unloading area and can be parked at one of the parking areas P1-P7 (see map on page 13).

B. Exhibitors **bringing and building their own stand (design stand)**

- **Access on Thursday 25 and Friday 26 May.**
  - Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
  - Unloading and bringing in of exhibits should be finalised before 16.30 hrs on Friday 26 May.
  - Exhibitors hand-carrying their materials should enter via main entrance (Vest Indgang) of the BCC (map on page 6).
  - Stand construction materials should be brought in on Thursday 25 May; all construction works must be finished before 19.00 hrs on Thursday 25 May (strict).
  - Worker badges are required for all persons working during build-up. See pages 16-17 for further details about where and when to collect badges.
  - Rose International will provide worker badges for staff of contractors/suppliers, as well as for exhibitor’s staff who need access to the BCC during build-up and breakdown.

**Delivery & Removal of Exhibits to/from the Exhibition Hall**

The delivery and removal of exhibition goods during build-up and break-down should take place via the loading bay; see loading bay access map on page 13.

The following instructions apply for the delivery and (un)loading of goods.

- Valverde is the official ESHG 2017 freight forwarder, appointed by Rose International.
- The use of forklift trucks and other motorized transport and lifting equipment by other parties than Valverde is not allowed.
- For parking of trucks: see page 6.
- Loading bay access map on page 13.

**List of Exhibitors & Floor plan**

For an updated list of exhibitors and the most recent floor plan please visit the conference website: https://2017.eshg.org, Exhibition page.

**Stand Number & Final Stand Allocation**

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2017. In case it is necessary to change an exhibitor’s stand location and/or stand number, the exhibitor will be notified immediately.

**Animals**

It is not allowed to bring any animals into the building. Exception will be made for service dogs.

**Rules & Regulations, General Conditions – Rose International**

For the Rose International Rules & Regulations, as well as an overview of the most important articles of their General Conditions, go to Section 7.
Liability

Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the BCC and/or the city of Copenhagen, nor the ESHG can accept responsibility for the security and safety of the booths, their contents and exhibitors' staff. Neither can they accept responsibility for damage to or theft of any goods whatsoever. According to Article 9 of the General Conditions of Rose International, participation in the exhibition is at the risk of the exhibitor under all circumstances.

Exhibitors accept full responsibility for rented equipment by signing the relevant order form(s) and/or when ordering on-line. The exhibitor will be charged for any loss of or damage to rented equipment. Any damage to the building will be charged to the relevant exhibitor.

Insurance

Exhibitors should take care of an insurance to cover third party liability including liability towards Rose International, the ESHG, the congress centre and all service suppliers. All rented equipment must be insured by the exhibitor. Make sure your staff is well insured (liability, health etc.).

Theft Prevention - Security

Exhibitors who wish to order a security guard on the stand, please contact Rose International (see page 3 for contact details). We strongly advise exhibitors to observe the following suggestions for theft prevention.

During Build-up
- Bring valuable and personal goods into the building as late as possible and do not leave unguarded.
- When leaving the building after or during build-up, mark your stand site with a ribbon. Exhibition organisers and security will know that persons behind the ribbon do not belong in your stand.
- Staff your booth during the entire build-up period, and in particular after your exhibits have been installed.
- Also observe other periods when the public will be around.
- Do not leave valuable goods in the stand when leaving. Take these with you (preferably), or lock away.

During Exhibition Opening Hours
- Do not leave your stand unmanned during opening hours of the exhibition.
- Arrive preferably 15 minutes before opening time of the exhibition.
- Poster viewing hours run concurrent with exhibition opening hours: so do not come late, and do not leave early.
- Always keep your valuable and personal belongings locked away.
- After closing of the exhibition, keep your stand manned until all visitors have left the exhibition area.
- Make sure to take with you, or lock away, valuable goods at the end of each exhibition day.

During Break-down
- Remove all valuable and personal goods as quickly as possible from the building when the exhibition closes, and leave these in a safe place.
- Keep your stand manned permanently by one person at least until all your goods have been removed and taken out of the exhibition hall.

Waste Disposal

Exhibitors, their stand contractors and suppliers are obliged to dispose of their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. Some small containers will be available on site for waste disposal (small amounts). Design stands will need to order their own container or take all the waste with them.
Loading Bay Access Map
## Schedule of Build-up Procedures

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Thursday 25 May</th>
<th>Friday 26 May</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard stand construction works by the official stand contractor</td>
<td>All day **</td>
<td>-</td>
<td>** No access for exhibitors using standard stand construction package.</td>
</tr>
<tr>
<td>Bringing in of stand materials/shipments for exhibitors building their own stand (design stand)</td>
<td>09.00 – 15.00</td>
<td>-</td>
<td>If you build your own stand, make sure to instruct Valverde to deliver your materials early on Thursday 25 May.</td>
</tr>
<tr>
<td>Exhibitors bringing/building their own stand (design stand)</td>
<td>Construction Works * 09.00 - 19.00</td>
<td>Installation of Exhibits 08.30 – 17.30</td>
<td>* Agreement required with Rose Int. for construction on Thursday 25 May. All construction works should be finished on Thursday at 19.00 hrs.</td>
</tr>
<tr>
<td>Bringing in and installation of exhibits by exhibitors using the package of standard construction</td>
<td>No Access on Thursday</td>
<td>08.30 – 17.30</td>
<td></td>
</tr>
<tr>
<td>Aisles must be cleared of all goods, waste materials, empties etc.</td>
<td></td>
<td>16.30 strict</td>
<td>- Storage empties: Valverde (Section 4)</td>
</tr>
<tr>
<td>Aisles will be cleaned and carpeted</td>
<td></td>
<td>After 16.30</td>
<td>Concerns the aisles in and around the exhibition areas.</td>
</tr>
<tr>
<td>Collection of empties for storage by Valverde</td>
<td></td>
<td>08.30 – 16.30</td>
<td>Please pre-order storage for your empties: Valverde, Section 4.</td>
</tr>
<tr>
<td>Ordered furniture brought to stands</td>
<td></td>
<td>End of the day</td>
<td></td>
</tr>
<tr>
<td>Rented media equipment brought to stands and installed</td>
<td>09.00 – 16.00</td>
<td></td>
<td>Media equipment will be placed in the booth by BCC.</td>
</tr>
<tr>
<td>Internet access installation</td>
<td>09.00 – 16.00</td>
<td></td>
<td>Position of ordered internet lines can be discussed when ordering via BCC.</td>
</tr>
<tr>
<td>Ordered plants and flowers brought to stands</td>
<td>09.00 – 16.00</td>
<td></td>
<td>Plants and Flowers will be placed in the booth by BCC.</td>
</tr>
<tr>
<td>Stand floors and general cleaning of the exhibition stands and areas</td>
<td></td>
<td>Evening</td>
<td>Stand floor cleaning is included in your stand space fee, as well as daily cleaning on Saturday and Sunday evening.</td>
</tr>
</tbody>
</table>

The Exhibition opens on Saturday 27 May at 09.30 hrs
Exhibitors should be present at 09.15 hrs
EXHIBITION SERVICES & SUPPLIERS – SECTION 3

General Information – Exhibition Services

GENERAL INFORMATION - EXHIBITION SERVICES

- In this Section you will find important information on the services offered by Rose International and its official suppliers, as well as contact details of these suppliers. Suppliers have been appointed by Rose International in order to secure correct and timely build-up and planning procedures. Please read this information before going to the relevant order forms in Section 5.

- Orders should reach suppliers before the deadline stated on the individual forms and the overview of deadlines on page 32, Section 5. Orders received after deadlines, and on-site, will cause delays in your building-up procedures and incur surcharges as specified on each order form.

- Forms marked “Mandatory”: must be completed and returned by each exhibitor before the deadlines.

- Suppliers marked “Exclusive supplier”: it is not allowed to use other suppliers for these services.

- For any questions regarding the offered services, kindly contact the relevant suppliers.

- A number of services are On Request. For services not listed in this manual, contact Rose International.

- All fees in this manual are exclusive VAT. VAT will be specified on invoices, if applicable in your situation.

- For VAT Reclalm see page 19 in this Section.

Services – Rose International

SERVICES - ROSE INTERNATIONAL

Deadline: 31 March 2017

Forms in this Manual, Section 5

1. Exhibitors manual
2. Catalogue & Subject Index entry - Mandatory
3. Badges (exhibitor, exhibitor conference, exhibits only) - Mandatory
4. Payment procedures - Mandatory
5. Standard stand construction or design stand - Mandatory
6. Networking evening & lunch boxes
7. Co-exhibitor on the stand
8. VAT & VAT reclaim
9. Temporary Staff – Security
10. Water & compressed air connections

Name: Rose International, Exhibition Management & Congress Consultancy bv
Address: P.O.Box 93260, NL-2509 AG The Hague, the Netherlands
Contacts: Flora van Laer  Krista Vink
E-mail: fvanlaer@rose-international.com  kvink@rose-international.com
Telephone: +31(0)70 383 89 01  Fax: +31(0)70 381 89 36
Exhibitors Manual
Make sure that your staff members and contractors/suppliers receive and read the entire manual, not just parts of it because they will then miss crucial information causing your staff members serious on-site problems. The manual can be downloaded from the conference website, https://2017.eshg.org, Exhibition page.

Catalogue & Subject Index Entry
Exhibitors are entitled to company and product information in the exhibition catalogue as well as in the ESHG Conference App. In addition the ESHG Conference App will provide a subject/category index with relevant companies per subject. The subject index will no longer be published in the Exhibition Catalogue. Exhibitors receive the entry form by e-mail in Excel format. The form should be returned to Rose International in the same, Excel, format (do not pdf!). Catalogue & subject index entries must reach Rose International before 1 March 2017. If your form has not reached us by this date, your listing will be limited to company name and stand number.

Badges
The following 3 types of badges are available for exhibitors:
A. Exhibitor Badges, exclusive for exhibiting company staff
B. Exhibits Only Badges
C. Exhibitor Conference Badges, exclusive for exhibiting company staff
Please see below for details, applicable fees and order process.

A. Exhibitor Badges – Access to Exhibition & Scientific Sessions
Each Exhibiting Company receives the following number of free Exhibitor badges (with access to the Scientific Sessions):

<table>
<thead>
<tr>
<th>Stand Size</th>
<th>Free Exhibitor Badges</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 – 14 m²</td>
<td>2</td>
</tr>
<tr>
<td>15 – 24 m²</td>
<td>3</td>
</tr>
<tr>
<td>25 – 33 m²</td>
<td>4</td>
</tr>
<tr>
<td>34 – 42 m²</td>
<td>5</td>
</tr>
<tr>
<td>43 – 51 m²</td>
<td>6</td>
</tr>
<tr>
<td>52 – 60 m²</td>
<td>7</td>
</tr>
<tr>
<td>&gt;60 m²</td>
<td>8</td>
</tr>
</tbody>
</table>

For more badges see B. Exhibits Only Badges and/or C. Exhibitor Conference Badges. Exhibitor badges are available exclusively for exhibiting company staff.

Exhibitors receive the badge form by e-mail in Excel format; the form should be returned to Rose International by e-mail, in the same format, Excel (do not pdf!), before 31 March 2017.

Exhibitor badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Networking event on Saturday 27 May (time schedule on page 4, Section 1). Exhibitor badges include refreshments which are free for participants during the official breaks (printed in the final programme).

B. Exhibits Only Badges – Access to Exhibition ONLY
In addition, each exhibitor will receive 2 (two) free Exhibits ONLY Badges (valid for all three exhibition days). Additional Exhibits Only badges can be ordered at EURO 85.00 each, excl. VAT. These badges give access to the exhibition area only (not to scientific sessions) and include refreshments available free of charge to participants.

Exhibits Only badges can be ordered with the Excel order form which exhibitors receive from Rose International. Exhibits Only badges are also available for exhibitors’ guests who wish to visit the exhibition. Exhibits Only badges can be purchased on-site, at the Rose International Exhibition Service Desk, but pre-ordering is preferred, since on-site orders take time to process so will cause a delay for your staff.
C. Exhibitor Conference Badges – Access to Exhibition & Scientific Sessions

In addition to the free Exhibitor badges (see above the free allowance) special Exhibitor Conference Badges (full conference registration at a special rate for exhibiting company staff) are available at a fee of EURO 225.00. Exhibitor Conference badges are available exclusively for exhibiting company staff. These badges can be ordered with the Excel order form which exhibitors receive from Rose International.

Important Information – Exhibitor, Exhibits Only and Exhibitor Conference Badges

- Exhibitor badges will show the name of the exhibiting company and the personal name of the staff member (both are mandatory), as well as the text EXHIBITOR.
- Exhibits Only badges will have, besides company (or institution for e.g. guests) and personal name, the text EXHIBITS ONLY.
- Exhibitor Conference Badges will be the same as participant badges with a special colour sign.
- Badges will not be sent to exhibitors or guests in advance.
- Badges must be collected and signed for by individual members of exhibitor’s staff, but may also be collected by one of the exhibitors’ staff members.
- Collection of badges at the Exhibition Service Desk of Rose International located in the registration area at the BCC.
- Opening hours of the Exhibition Service Desk:
  - Friday 26 May 08.15 – 18.00 hrs (build-up)
  - Saturday 27 May 09.00 – 19.00 hrs
  - Sunday 28 May 08.30 – 18.15 hrs
  - Monday 29 May 08.30 – 20.30 hrs (break-down as of 18.30 hrs)
- Outside these opening hours, the desk can be reached by telephone: +31 70 383 8901.
- All badges will have a barcode which can be scanned by exhibitors and/or corporate satellite organisers (after approval of the badge holder). The barcode provides the company name and email address of the badge holder.
- Badges must be worn visibly at all times in view of security and access procedures.

Lost or Forgotten – Exhibitor, Exhibits Only and Exhibitor Conference Badges

Exhibitors who lose, or forget to bring to the congress centre, their badge (Exhibitor badge, Exhibits Only badge or Exhibitor Conference Badge) will be able to buy an Exhibits Only badge (not an Exhibitor Badge) at cost, i.e. EURO 85.00 per badge, or an Exhibitor Conference Badge at a fee, i.e. EURO 225.00. Badge preparation on-site will cause a delay in accessing the exhibition and conference levels. Exhibitor, Exhibits Only and Exhibitor Conference Badges will not be re-issued, under any circumstances.

Changes and Cancellations – Exhibitor, Exhibits Only and Exhibitor Conference Badges

- Personal names for the badges may be changed free of charge before 17 May 2017.
- After 17 May (so also on-site) there is a charge of EURO 20.00 excl. VAT for each change. Payment on-site when collecting the badges.
- Cancelled badges will not be refunded at any time and remain payable in full.

Conference Registrations for Exhibitor’s guests

Exhibitor’s guests, who wish to be registered as a full/regular participant of the conference should be registered on-line at https://2017.eshg.org/index.php/myconference/registration/. Reduced rate for full/regular participant of the conference is applied until 31 March 2017, after this date until 1 May 2017 the regular rate is applied. Note: it is NOT possible to order Exhibitor Conference Badges for guests, since these badges are exclusive for exhibiting company staff.

Access during Build-up & Break-down

For staff of contractors/suppliers and exhibitors who need access to the BCC during build-up and break-down we will provide special Worker Badges, which can be picked up at the Exhibition Service Desk.
Payment Procedures  

1. Exhibitors receive an invoice, with specified VAT if applicable, for all their orders. The invoice will show the amount due in EURO and DKK.

2. Rose International needs to be informed whether you wish to pay your orders (from Rose International) by bank transfer or by credit card, so please fill in and return Form 1 before the stated deadline.

3. If you choose the option “bank transfer” you do not need to fill in the section Credit Card Details as long as your order(s) reach us, Rose International, before 31 March 2017. Orders which reach us after 31 March 2017, or orders placed on-site, should always be paid by credit card, so in that case we do need to have these details on Form 1.

4. In case a PO/reference number is needed on your invoice, please fill in this number on Form 1.

5. All bank costs are for account of the exhibitor, instruct your bank accordingly when making a bank transfer. Always use Swift/BIC code and IBAN as stated on your invoice. Any bank costs incurred by Rose International need to be reimbursed on-site, in cash, or by credit card (surcharge for credit card payment applies).

6. All Credit Card payments, before the conference and on-site, incur a surcharge of 5% on total due, including VAT if applicable, plus EURO 2.00 transaction costs.

7. An administration fee of EURO 50.00 will be charged if an invoice needs to be re-issued on the request of the exhibitor, e.g. with different name/address, or other changes.

Standard Stand Construction or Design (own) Stand  

Each exhibitor should fill in Form 2, see instructions below.

A. Companies using the standard stand construction package

Mark the appropriate box on Form 2 if you are using the package of standard stand construction (included in the exhibit space fee). The package includes:

- Stand walls 250 cm high.
- Fascia board with company name and stand number in standard lettering, max. 20 characters ¹).
- One spotlight/3 m², including electricity connection 1.5 kW + 2 sockets + consumption ²).
- Carpet: see colour catalogue via the on-line portal of A-booth³).

All exhibitors, are obliged to read the ESHG 2017 Exhibitors’ Manual and sign Form 2 to confirm this. Form 2 should be returned to Rose International before 31 March 2017.

1) Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. For instructions how to log in on the A-booth portal see page 36.

2) In case more kW is needed or 24-continuous power: order on-line, see page 36 for details.

3) Mark the carpet colour you wish to have in your stand also on-line via the A-booth portal (default colour is Pri Anthracite). For on-line ordering via A-booth see page 36.
B. Companies building their own stand (Design stand)

- Mark the appropriate box on Form 2 if you bring/build your own stand (Note: build-up time is limited; we highly recommend exhibitors to use the package of standard stand construction).

- The exhibitor, or his stand contractor, should agree with Rose International on construction works to be carried out on Thursday 25 May (no construction works allowed on Friday 26 May). See detailed build-up schedule on page 8.

- It is not possible to order parts of the package of standard stand construction if you build your own stand, neither is there a reduction on the stand space fee if you bring/build your own stand.

- The stand space includes a 1.5 kW electricity connection + 2 sockets + consumption: more power and/or 24hr continuous power can be ordered on-line, see page 36 for details.

1. The stand design must reach Rose International for written approval before 17 March 2017.
2. The design should be scaled with full measurements in cm, including height of the stand walls (should be 2.50 m exactly, measured from the floor of the hall) and of any objects inside the stand which are higher than 2.50 m. Further important instructions: see Section 7.
3. All exhibitors, as well as their stand contractors and other suppliers, are obliged to read the ESHG 2017 Exhibitors’ Manual and sign Form 2 to confirm this. Form 2 should be returned to Rose International before 31 March 2017.

Networking Evening

Exhibitors who would like to join the Networking Evening on Monday 29 May (time and location to be announced), please order tickets using Form 3. For details on the event see the conference website: https://2017.eshg.org/index.php/myconference/official-events/. Capacity is limited, so register early.

Lunch Boxes

Lunch boxes can be ordered by exhibitors for Saturday 27, Sunday 28, and Monday 29 May, using Form 3. No on-site ordering of these lunch boxes.

On Saturday 27, Sunday 28 and Monday 29 May the ordered lunch boxes will be available at the coffee terraces in the Exhibition area around 12.00 hrs daily.

Tickets Pick-up – Networking Evening & Lunch Boxes

Ordered tickets for the Networking evening and lunch boxes will be given to the person designated by the exhibiting company, no individual pick-up of these tickets. The name of the designated person should be filled in on Form 3. Tickets should be picked up at the Exhibition Service Desk (opening days/hours on page 9).

Note: Lost or forgotten tickets cannot be replaced or refunded.

Co-exhibitor on the Stand

Exhibitors may share the stand with their official local distributor/agent for Denmark (one company). The exhibitor will be charged for the co-exhibitor fee of EURO 750.00. This fee covers one exhibitor badge for the agent/distributor, their company name on the fascia of the stand and listing in the exhibition catalogue and the ESHG Conference App.

Contact Rose International for further details and approval, and in case you wish to invite more agents or distributors on the stand.

VAT & VAT Reclaim

All fees in this manual are exclusive VAT. If and where applicable in your situation, VAT will be specified on your relevant invoices from the different suppliers. Keep original invoices (and receipts of e.g. taxi’s) carefully, you may need these to reclaim VAT, if applicable in your situation. More information available on request from Rose International.

Temporary Staff – Security guard

A security guard on the stand (e.g. outside exhibition hours) can be ordered. Please contact Rose International in case you want to order a security guard.

Note: Rose International will arrange general overnight security, but can never be held liable for any loss or damage of/to your materials, inside or outside your stand.

Water & Compressed Air Connections

For water and/or compressed air connections please contact Rose International.
SERVICES – A-booth (official stand contractor & supplier)

**Deadline: 1 May 2017**

**ON-LINE ORDERING at [http://eshg.aboothmanual.nl](http://eshg.aboothmanual.nl)**

| 1. Payment procedures | On-line |
| 2. Carpet colour | On-line |
| 3. Company name on fascia board – exclusive supplier | On-line |
| 4. Extra stand components – exclusive supplier | On-line |
| 5. Additional electricity connections & supplies – exclusive supplier | On-line |
| 6. Logo’s & graphics* | On-line |
| 7. Stand Lay-out | On-line |

* A-booth is the exclusive supplier of logo’s and graphics to be fixed to fascia boards and/or walls of the standard stand construction package.

**Access to on-line portal**

Exhibitors who signed up for the exhibition before 1 February 2017 receive an e-mail with password and username at the beginning of February 2017. Exhibitors who book their stand after 1 February 2017 will receive their log-in details within 2 weeks after receiving the official booking confirmation from Rose International. In case of any problem with your log-in credentials please contact A-booth: frank@abooth.nl.

**Payment & Cancellation Procedures**

1. After finalising your orders for A-booth via the on-line portal, you can indicate if you would like to pay by bank transfer or by credit card (surcharge 6%). You will receive an order confirmation and invoice directly from A-booth.
   **Note:** Orders placed after the deadline can only be paid via credit card.
2. For bank transfers use the bank details as stated on the invoice which you will receive.
   **Note:** All bank costs are for account of the exhibitor, so please instruct your bank accordingly. Always use Swift/BIC code and IBAN as stated on the invoice.
3. Only services for which full payment has been received before opening of the exhibition will be delivered.
4. Prices may be subject to changes. If invoices must be changed on request of the exhibitor, A-booth charges an administration fee of EURO 25.00 per invoice.
5. After 1 May 2017, cancellations cannot be accepted; 100% of the costs will be charged and is payable.

**Carpet Colour**

Carpet is included in the standard stand construction package. Exhibitors can choose from 12 different colours. Please indicate via the on-line portal of A-booth the carpet colour for your stand. The default colour is Pri Anthracite.

**Company name on Fascia Board**

Exhibiting companies using the package of standard stand construction will have their company name and stand number printed on the fascia board, in standard lettering (max. 20 characters). Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. Please pay attention to capital letters where appropriate in your company name.
Extra Stand Components

To order additional elements for the standard stand construction (shelves, storage, etc.) please go to the A-booth on-line portal. Bear in mind to order a storage in your stand to hide your spare supplies.

Electricity Connections & Supplies

- Each exhibitor is entitled to an electricity connection of 1.5 kW + 2 free sockets, including consumption (EURO 215.00, invoiced by Rose International together with your stand space).
- If you need more power, or 24-hour continuous power (e.g. for a fridge), order on-line via A-booth.
- All equipment in the stand should be switched off by the exhibitor at the end of each day, except in case you have ordered a 24 hr connection. Switching off equipment is important because the power in the hall will be switched off centrally after closing time of each exhibition day.
- For safety reasons, all power supplies are shut off half an hour after the close of the exhibition on Monday 29 May at 18.15 hrs.

Voltage transformers

For equipment requiring 110/120V, a transformer is needed to connect to 230V/400V. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth. No on-site ordering of transformers.

Logo’s & Graphics

To order your company logo (e.g. for the stand fascia) or other graphics (e.g. prints on stand walls), go to the on-line portal of A-booth.

Note: A-booth is exclusive supplier of logo’s on the fascia board and for graphics that need to be printed on stand walls of the standard stand construction package.

Stand Lay-Out

To indicate the location of e.g. your storage or book shelves, extra components to your package of standard stand construction, exhibitors can use the tool provided on-line via the portal of A-booth.

Services – Bella Center Copenhagen (official supplier)
EXHIBITION SERVICES & SUPPLIERS
ESHG 2017 – Copenhagen, Denmark, 27-30 May 2017

Name: Bella Center Copenhagen – BCC
Address: Center Boulevard 5, DK-2300 Copenhagen, Denmark
Contact: Nikolett Bajusz E-mail: ESHGexhibition@bellacenter.dk
On-line portal: https://exhibit.bchg.dk/en/login

Payment Procedures
1. Payments can be made by bank transfer or credit card.
   Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly.
2. After ordering your services you will receive an order confirmation from the Bella Center Exhibition Coordinator (your contact person at Bella Center), within a few days’ time followed by an invoice for bank payment. If you wish to pay by credit card please indicate it towards the Bella Center Exhibition Coordinator. Orders without full payment will not be processed.
3. A 25% surcharge will be applied to orders received after 21 April 2017. For on-site orders a 50% surcharge will apply.
4. On-line orders can be made until 26 May 2017. Note: on-site orders (based on availability and with a 50% surcharge) can be made at the BCC Exhibitor’s Desk and need to be paid by credit card.
5. Cancellations and or changes after 1 May 2017 will incur a 100% cancellation fee. Before this deadline no cancellation fee will be charged.

Internet Connections
WiFi will be available free of charge in the exhibition hall, but continuous access cannot be guaranteed. So if you need internet access on the stand for e.g. presentations, we advise you to order a dedicated line or dedicated WiFi with the BCC. For information contact BCC directly via ESHGexhibition@bellacenter.dk.
Note: It is mandatory for each exhibitor to sign the WiFi Order and Policy Acceptance Form from the BCC. You can find the information and Form 5 on pages 42 – 45, section 6.

Stand Catering
For stand catering note the following:
- It is not allowed to serve drinks/food on your stand, or anywhere else in the BCC, unless these are ordered from the official ESHG 2017 catering company (BCC F&B department).
- You can place your stand catering orders on-line via the BCC on-line portal.

For information and questions you can contact the F&B department directly: F&B.orders@bellacenter.dk

Audiovisual & Computer Facilities
Use the BCC on-line portal to order plasma screens, audio-visual equipment, monitors, laptops and related equipment. For items not listed, please contact BCC directly via ESHGexhibition@bellacenter.dk.

Temporary Staff – Hostesses
Hostesses for on the stand can be ordered. Please use the BCC on-line portal for information and to order.

Flowers & Plants
Plants and flower arrangements can be ordered via the on-line portal of the BCC. In the portal it will state which plants and flowers arrangements may be taken by exhibitors at the end of the exhibition.

Extra Cleaning Services & Waste Disposal
After build-up on Friday, and on Saturday and Sunday after the exhibition is closed, the stand floors will be vacuum cleaned and waste baskets will be emptied. This service included in your stand space fee. In case you need additional cleaning services and/or waste disposal, please contact BCC to discuss the options.

Waste baskets for your stand can be ordered via JMT, the furniture supplier, see Furniture page 23. Please put your basket on the edge of your stand on the aisle side at the close of each exhibition day.

Rigging
After your design has been approved by Rose International (deadline for submitting design is 17 March 2017), you can order your rigging directly. Please contact BCC via ESHGexhibition@bellacenter.dk.
EXHIBITION SERVICES & SUPPLIERS
ESHG 2017 – Copenhagen, Denmark, 27-30 May 2017

Services – JMT International

SERVICES – JMT International
Deadline: 1 May 2017

ON-LINE ORDERING at https://eshg2017.jmt.nl – open on 1 February 2017

1. Furniture On-line

Name: JMT International
Address: Oliemolen 2, NL 4671 HB Dinteloord, The Netherlands
Contact: Leoni van der Wateren
URL: https://eshg2017.jmt.nl
E-mail: leoni@jmt.nl
Telephone: +31 (0)167 52 39 25

Payment Procedures
1. Payments can be made by bank transfer or credit card.
   Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly.
2. After ordering your services you will receive a confirmation and instructions for payment by bank transfer if applicable. Orders without full payment will not be processed.
3. The final invoice will be sent after the first day of the exhibition.
4. A 25% surcharge will be applied to orders received after 1 May 2017. For on-site orders a 50% surcharge will apply.
5. On-line orders can be made until 11 May 2017. Note: on-site orders (based on availability and with a 50% surcharge) can be made at the Exhibition Service Desk and need to be paid by credit card.
6. Cancellations and or changes after 11 May 2017 will incur a 100% cancellation fee. Before this deadline no cancellation fee will be charged.
7. If invoices must be changed on request of the exhibitor, JMT charges an administration fee of EURO 25.00 per invoice.

Furniture

For the furniture catalogue and how to order, please use the on-line portal of JMT, https://eshg2017.jmt.nl

Services – CTI Meeting Technology (official supplier)

SERVICES – CTI MEETING TECHNOLOGY (official supplier)
Deadline: 1 May 2017
Form in this Manual, Section 5

1. Lead Retrieval System Form 4

Name: CTI Meeting Technology GmbH
Address: Nussdorferstr. 20/22, AT-1090 Vienna, Austria
Contact: Tamara Dworschak
Mobile: +43 (0)676 83 437 318
E-mail: t.dworschak@ctimeetingtech.com
URL: http://ctimeetingtech.com/
Telephone: +43 (0)1 3196 999 18
Fax: +43 (0)1 3196 999 33

Lead Retrieval System

A lead retrieval system is available from CTI Meeting Technology. Detailed information and Form 4 may be found in Section 5, pages 39-41.
SERVICES – MCI Copenhagen

Deadline: as soon as possible


<table>
<thead>
<tr>
<th>1. Hotel Accommodation</th>
<th>On-line</th>
</tr>
</thead>
</table>

Name: MCI Copenhagen
E-mail: confirmation@mci-group.com
Telephone: +46 8 5465 1500

Hotel Accommodation

Please book your hotel room at https://2017.eshg.org/index.php/myconference/accommodation/. For group bookings (more than 5 rooms) please contact MCI Copenhagen at confirmation@mci-group.com.

Note: Be aware that you may be contacted by telephone by scam companies claiming to be the official ESHG 2017 accommodation providers. Neither the ESHG nor MCI Copenhagen will call you to solicit reservations.

You may also receive emails regarding housing, but note that the only official ESHG (2017) emails will come from an email address ending in "@eshg.org" or "@rose-international.com". Booking confirmations will be sent by "confirmation@mci-group.com".

All lodging for the ESHG should be arranged using the links provided or by calling the phone number above. If you are unsure who has contacted you regarding your hotel reservations or if one of these scammers has contacted you, please inform the ESHG at conference@eshg.org or eshg@rose-international.com.

SERVICES – Valverde (official freight forwarder)

Deadline: see arrival deadlines on page 26, Section 4

| 1. Customs clearance & freight forwarding | Section 4 |
| 2. Storage of empties | Section 4 |
| 3. Manpower | Section 4 |

Name: Valverde BV
Address: Zekeringstraat 36 B, NL-1014 BS Amsterdam, the Netherlands
Contact: Gert Veenstra
E-mail: eshg@valverde.nl or info@valverde.nl
Telephone: +31 (0)20 653 8555
Fax: +31 (0)20 653 7658

To order, ask for information and a quotation for the handling of your exhibit materials, manpower to unload/load etc., use the order form in the back of Section 4, page 30.
To ensure that your materials arrive in time at your stand at ESHG 2017, read all shipping information, and the deadlines, in Section 4. Also note important information on the services of Valverde on next page.
Customs Clearance & Freight Forwarding  
Section 4

Rose International has appointed Valverde as the official logistics supplier for ESHG 2017. Valverde offers a complete range of logistics services to guarantee smooth and safe build-up and break-down procedures.

The use of forklift trucks and other motorized transport and lifting equipment by other parties than Valverde is not allowed. See Section 4 for shipping instructions, tariff, order form, and packing list.

Important aspects for your shipping:
- Carefully note arrival deadlines on page 26 in Section 4, these are crucial.
- Do not send any goods directly to the BCC; these will not be accepted.
- Courier shipments shall be avoided. If courier shipment cannot be avoided, go through Valverde (see instructions in Section 4, page 28).
- Make sure that your company staff at the stand in Copenhagen bring with them:
  1. Copies of all freight documents issued at the point of departure of your goods.
  2. Full contact details, including mobile phone, of your contact at the freight forwarder who shipped your goods to Copenhagen.

These documents and contact details are needed if your goods have not arrived in Copenhagen in time. Valverde will only be able to help search for your goods if your company staff can give them these documents and contact details.

Remember that exhibit installation is restricted to Friday 26 May 2017.

Storage of Empties  
Exclusive supplier – Section 4

Empties (carton boxes, crates, boxes of display systems etc.) may not remain in your booth, behind the booth or in the aisles. Contact Valverde for handling and storage of your empties. Remember that aisles should be cleared of all empties etc. on Friday 26 May at 16.30 hrs.

Manpower  
Section 4

In case you need manpower to help loading/unloading your exhibits or to put up a display in your stand, please contact Valverde for information and a quotation (see contact details on page 24).
We are pleased to have the opportunity to inform you that Valverde is the appointed freight agent for ESHG 2017 in Copenhagen. This shipping manual will assist you in your preparation for the correct and timely dispatch of your exhibits to Copenhagen. If you intend to send any freight to the event, please inform us well in advance so that we can assist you with the shipping process.

Contact Details

Name: Valverde BV  
Contact: Gert Veenstra  
Address: Zekeringstraat 36 B  
1014 BS Amsterdam, The Netherlands  
Telephone: +31 (0)20 653 8555  
Fax: +31 (0)20 653 7658  
URL: www.valverde.nl  
E-mail: eshg@valverde.nl  
info@valverde.nl

Exhibition, Build-up and Break-down Dates and times

See pages 3, and 8-9 in this manual.

Arrival deadlines and time schedule

Latest arrival date airfreight Amsterdam Airport: 17 May 2017  
Latest arrival sea freight Port of Rotterdam: 6 May 2017  
Latest arrival road / courier shipments warehouse Amsterdam Airport: 17 May 2017

How to consign your shipment

All exhibition goods despatched should be consigned as follows:

Airfreight

Airport of destination: Amsterdam Schiphol / the Netherlands  
Valverde BV / ESHG 2017  
Capronilaan 12-16  
1119 NR Schiphol, the Netherlands

Sea freight

Port of destination: Rotterdam / the Netherlands  
Valverde BV / ESHG 2017  
Capronilaan 12-16  
1119 NR Schiphol, the Netherlands

Warehouse (road/courier)

Valverde B.V.  
Capronilaan 12-16  
1119 NR Schiphol, the Netherlands  
For: ESHG 2017 + company name and stand number

Note: To guarantee quality and to lower the costs for the exhibitors it is decided to have the warehouse in Amsterdam. For questions, please contact Gert Veenstra from Valverde.

Customs formalities

Goods for temporary import and permanent import must be packed separately.

▶ Continued on next page.
Courier shipments
All courier shipments must be sent on conditions DDP service or freight prepaid up to arrival at destination. **As the exhibition hall does not have a permanent warehouse, courier and other shipments sent directly to the Bella Center will be refused.**

**Documentation and requirements**

Commercial invoice:
- All products must be detailed with goods description, in the English language.
- Model and serial numbers of the equipment (if applicable) must be indicated on the invoice.
- A full harmonised customs code number must be shown per product.
- Country of origin.
- Name of the person in charge.
- Date.
- Cargo quantities, unit prices, total amounts, gross weight in kilograms and measurements in L x W x H in cm must be indicated on the invoice.
- A CIF Amsterdam value for the goods must be indicated as a total.
- Please ensure that your stand number is indicated on the invoice.
- The following declaration must be indicated: “The invoiced goods are of ...(country)... origin and are intended for display purposes only at the exhibition site in Copenhagen”.

Airfreight shipments
Master Airway bill (do not ship airfreight shipments consolidated)
The following documents should go forward as originals attached to the MAWB:
- 3 x original + 1 x copy of Air Waybill.
- 3 x original commercial invoice.
- 3 x original packing list.

Sea freight shipments
Ocean Bill of Lading:
- 2 x original and 3 x copy Bill of Lading.
- 3 x original commercial invoice.
- 3 x original packing list.

Road freight shipments
- 2 x original commercial invoice.
- 2 x original packing list.

**Document pre-advice**
Please send your pre-advice for Sea freight shipments by 1 May 2017 and for Airfreight / Road freight / Courier shipments by 15 May 2017 latest.
Pre-advice all shipments with copies of AWB / Bill of Lading, invoices, packing lists, to:
- By mail: eshg@valverde.nl
- By fax: +31 (0) 20 65 37 658

► Continued on next page.
Fumigation certificate for wood packing
A fumigation certificate is not required, but wood packing entering the Netherlands, such as pallets, crates, boxes and blocking / bracing materials must comply with IPPC standard ISPM#15. All crates, pallets etc. therefore have to be IPPC logo stamped.

Breakdown
Please note that all freight which has not been collected during break-down on Monday 30 May between 18.30 – 22.30 hrs, will be taken to our warehouse in Amsterdam at the expense of the exhibitor.

Tariffs

Inbound airfreight
From free arrival at Schiphol airport till arrival show site per shipment excl. airline storage charges, agent fees, customs formalities and delivery to the stand.

<table>
<thead>
<tr>
<th>Basic amount per shipment</th>
<th>€ 160.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 100 kgs. per kg.</td>
<td>€ 0.60</td>
</tr>
<tr>
<td>101 - 300 kgs. per kg.</td>
<td>€ 0.55</td>
</tr>
<tr>
<td>300 kgs. + per additional kg.</td>
<td>€ 0.50</td>
</tr>
</tbody>
</table>

Rates include airport handling fees and transit document. Deconsolidation charges and warehouse rent will be passed on to you at cost.

Unloading of goods
Unloading and delivery via warehouse to stand.

| Road freight shipments up to 50 kgs. | € 165.00 |
| Airfreight and road freight shipments above 50 kgs. | € 25.00 per 100 kgs. Minimum € 250.00 |

Costs will be charged at 1m3 equals 500 kilo whichever is greater.

Courier shipments

| Courier shipments up to 50 kgs. | € 165.00 |
| Courier shipments above 50 kgs. | € 25.00 per 100 kgs. Minimum € 250.00 |

Costs will be charges at 1M3 equals 500 kilo whichever is greater.

Storage of goods and packing

| Storage cost per day, per m3 | € 18,50 |
| Handling and storage of packing materials, per m3 | € 50,00 Minimum 2 m3 |

Surcharges apply when collected from or re-delivered to stand outside normal working hours.

Custom clearance

| Inbound: Temporary import - per shipment | € 195.00 |
| Bond fee | 1.5% of CIF value (min. €195,- per shipment) |
| Permanent import - per shipment | € 195,00 |
| Advance of funds | 15% |
| Outbound: Export declaration - per shipment | € 195,00 |
| Bond fee | 1.0% of CIF value (min. €195,- per shipment) |

Please contact us for high values.

File and document fee – per shipment on inbound / outbound | € 45.00 |
Additional charges – if applicable

<table>
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<tr>
<th>Service</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>Customs inspections – if any</td>
<td>€ 225.00 per inspection</td>
</tr>
<tr>
<td>Courier charges for handover of import shipping documents</td>
<td>€ 95.00 per document</td>
</tr>
<tr>
<td>Issuing of export documents for courier companies</td>
<td>€ 75.00 per document</td>
</tr>
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</table>

**Liability**

On all our transactions the latest version of the Dutch FENEX conditions are applicable. All work is carried out subject to the general conditions of the federation of the Dutch forwarding agent’s organization FENEX deposited at the Registry of the Court at Amsterdam, Arnhem, Breda and Rotterdam. These conditions will be sent to you on request.

**Insurance**

We strongly advise you to insure your exhibits during transport and event period. Valverde can offer you this insurance on request.

**General conditions**

- All orders can be cancelled one week before the start of the build-up; thereafter we will charge a cancellation fee.
- A late arrival surcharge of 30% will apply for all goods arriving after the ultimate or advised arrival date.
- We advise you to use one of our preferred agents in your country. You will be contacted by Valverde about the local agent in your country.
- Credit card transactions will be charged with a 5% surcharge on the total invoice amount.
- Our normal working hours are weekdays from 8am until 6pm.
- A surcharge of 50% is charged for hours outside normal working hours and on Saturdays.
- On Saturdays after 4pm and on Sundays and public holidays a surcharge of 100% applies.
- The volume conversion of this tariff is 1 cubic meter equals 300 kilo if not mentioned otherwise.
- If not indicated otherwise a surcharge of 3% advance of funds fee for all third party costs applies.
- No credit is given to any exhibitor, unless otherwise agreed with Valverde.
- If you are granted a credit our payment term of 10 days applies.
Fax or e-mail this form to:

Stand No: ________________________________
Company: ________________________________
Contact: ________________________________

Tel.: +31 (0)20 653 8555
Fax: +31 (0)20 653 7658
Contact: Gert Veenstra
E-mail: eshg@valverde.nl

Address: ________________________________

VAT No: ________________________________
E-mail: ________________________________
Tel: ________________________________

Use this form to order all required logistic services from Valverde B.V.
Please return a copy by fax (+31 (0)20 653 7658) or e-mail to: eshg@valverde.nl

If you wish to receive a quotation first, then please cross mark here ☐.

Your order:

☐ Inbound handling of your goods
   Delivery Date___________, Time _________ (for design stands only, goods for standard stands will be delivered on Friday morning, 26 May)

☐ Outbound handling of your goods

☐ Storage of packing material
   Number of pieces______, volume_______m3

After the event goods will ☐ or will not ☐ be returned (please cross mark).

Unless otherwise agreed, payment needs to be arranged before delivery of the shipment, or you can let us have a credit card (Mastercard or VISA) guarantee for payment.

Credit card number ____________________________________________
Card holder name ______________________________________________
Credit card company ____________________________________________
Security code _________________________________________________
Expiry date ___________________________________________________
Date _________________________________________________________
Your name ____________________________________________________
Signature ______________________________________________________
SERVICES ORDERS – IMPORTANT INFORMATION – SECTION 5

SERVICES ORDERS

IMPORTANT INFORMATION

1. On the next page you will find an overview of services, indicating if a service should be ordered on-line or with an order form in this manual. The deadlines by which services orders should have reached the relevant suppliers are also shown.

2. For services to be ordered with an order form, the order forms can be found in this section.

   For services to be ordered on-line, a ‘how to order on-line’ information sheet is included in this section. Same for services for which the form will be sent to exhibitors by e-mail (catalogue entry and badge forms).

   See page numbers for forms and information sheets on the next page overview.

3. Before ordering on-line or with an order form, we strongly recommend that you read the information on the offered services in Section 3.

4. Orders should be sent directly to the relevant suppliers.

5. Supplier name, fax number, e-mail address and URL (for on-line ordering) are printed on each form/information sheet.

6. Keep copies of your orders, bring these with you to the exhibition and have these available during build-up.

7. Observe the deadlines for ordering. Considerable surcharges are applicable after the deadlines.

   Deadlines and surcharges are printed on order forms and shown in ‘how to order on-line’ information sheets.

8. Your signature on the order forms is considered to be the signature of a legal representative of the exhibiting company, or his supplier, and therefore legally binding for the company appearing on the form.

9. For any services not listed in this manual, please contact Rose International.
SERVICES & DEADLINES – SECTION 5

<table>
<thead>
<tr>
<th>ORDER FORM #</th>
<th>SECTION #</th>
<th>PAGE #</th>
<th>SUBJECT</th>
<th>DEADLINE</th>
<th>MANDATORY or RECOMMENDED</th>
<th>RETURN TO</th>
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<tbody>
<tr>
<td>Order form</td>
<td>4</td>
<td>30</td>
<td>Freight Forwarder services: shipment and storage of empties. Information / contact: Section 4</td>
<td>as soon as possible !!!</td>
<td>Highly Recommended</td>
<td>Valverde</td>
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<td>3</td>
<td>24</td>
<td>Hotel Accommodation</td>
<td>as soon as possible</td>
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<td>MCI Copenhagen</td>
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<tr>
<td>Form by E-mail</td>
<td>3</td>
<td>16</td>
<td>Catalogue &amp; Subject Index Entry Information</td>
<td>1 March</td>
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<td>16-17</td>
<td>Badges Information</td>
<td>31 March</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 1</td>
<td>5</td>
<td>33</td>
<td>Payments to Rose International</td>
<td>31 March</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 2</td>
<td>5</td>
<td>34</td>
<td>Standard Stand Construction or Own/Design Stand</td>
<td>31 March</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 3</td>
<td>5</td>
<td>35</td>
<td>Networking Evening / Lunch Boxes</td>
<td>31 March</td>
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<td>Rose Int.</td>
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<td>On request</td>
<td>3</td>
<td>19</td>
<td>Co-exhibitor Information</td>
<td>-</td>
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<td>Rose Int.</td>
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<td>VAT &amp; VAT Reclaim Information</td>
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<td>36</td>
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<td>On-line</td>
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<td>36</td>
<td>Company name on Fascia Board</td>
<td>1 May</td>
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<td>A-Booth</td>
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<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Extra Stand Components</td>
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<td>5</td>
<td>36</td>
<td>Additional Electricity &amp; Connections</td>
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<td>On-line</td>
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<td>36</td>
<td>Logo’s &amp; Graphics</td>
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<tr>
<td>On-line</td>
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<td>Stand Lay-out</td>
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<tr>
<td>On-line</td>
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<td>37</td>
<td>Internet Connections</td>
<td>21 April</td>
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<td>BCC</td>
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<td>On-line</td>
<td>5</td>
<td>37</td>
<td>Stand Catering</td>
<td>21 April</td>
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<td>On-line</td>
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<td>37</td>
<td>Audiovisual &amp; Computer Equipment</td>
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<td>5</td>
<td>37</td>
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<td>On-line</td>
<td>5</td>
<td>37</td>
<td>Flowers &amp; Plants</td>
<td>21 April</td>
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<td>BCC</td>
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<td>On request</td>
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<td>Extra Cleaning Service &amp; Waste Disposal</td>
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<td>On request</td>
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<td>37</td>
<td>Rigging (after approval by Rose International)</td>
<td>21 April</td>
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<td>BCC</td>
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<tr>
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<td>5</td>
<td>38</td>
<td>Furniture</td>
<td>1 May</td>
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<tr>
<td>Form 4</td>
<td>5</td>
<td>39</td>
<td>Lead Retrieval System</td>
<td>1 May</td>
<td></td>
<td>CTI</td>
</tr>
<tr>
<td>Form 5</td>
<td>6</td>
<td>42-45</td>
<td>WiFi Order and Policy Acceptance Form</td>
<td>21 April</td>
<td>Mandatory</td>
<td>BCC</td>
</tr>
</tbody>
</table>
**Payments to Rose International**

**Mandatory - Form 1**

**ESGH 2017 - Copenhagen, Denmark, 27-30 May 2017**

**Fax or e-mail this form to:**

<table>
<thead>
<tr>
<th>Stand No:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Company:</td>
<td></td>
</tr>
</tbody>
</table>

**ROSE INTERNATIONAL**

P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 (0)70 383 8901
Fax: +31 (0)70 381 8936

Contact: Krista Vink
E-mail: kvink@rose-international.com

---

**RETURN with your order(s)**

before 31 March 2017

*Mandatory for all exhibitors*

- The undersigned will pay her/his orders with Rose International (please tick ✓ appropriate box):
  - ☐ by bank
  - ☐ by credit card

  - All bank costs to be paid by exhibitor
  - No bank payments for orders received after 31 March 2017
  - A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged. Rose International works with Pay per Link. We will send you an e-mail with a link which can be used to make the payment with credit card.

Please write/print very clearly the name and e-mail of the person where the link should be sent to.

**A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged.**

**NAME:**

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
</table>

**E-MAIL ADDRESS:**

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
</table>

- The following reference and/or PO number needs to be stated on our invoice (if applicable):
  - ☐ Reference: ......................................
  - ☐ PO Number: ....................................

*If you do not yet have a reference or PO number when submitting this form, please make sure to inform Rose International as soon as possible, but before 31 March 2017 if you wish to pay by bank.*

**Date**

**Signature + Company Stamp**
STANDARD STAND CONSTRUCTION or DESIGN

Mandatory - FORM 2
ESHG 2017 – Copenhagen, Denmark, 27-30 May 2017

Fax or e-mail this form to:

ROSE INTERNATIONAL
P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 (0)70 383 8901
Fax: +31 (0)70 381 8936
Contact: Krista Vink
E-mail: kvink@rose-international.com

RETURN BEFORE 31 March 2017
Mandatory for each exhibitor

I. Acknowledgement
By my signature at the end of this page I hereby certify that:
• I have completely read the ESHG 2017 Exhibitors’ Manual.
• I understand all rules and regulations as outlined in the ESHG 2017 Exhibitors’ Manual and on behalf of my company agree to abide by them.
• I understand that it is my responsibility to inform all subcontractors of the rules and regulations outlined in the ESHG 2017 Exhibitors’ Manual.
• It is my responsibility to comply with all the local and European laws, and ESHG/Rose bears no responsibility for the compliance or enforcement of such laws.
• I am authorized to sign this document on behalf of my company.

II. Standard stand construction or Design stand
Please indicate: standard stand construction or own/design stand:

☐ YES, we will use the package of standard stand construction (for carpet and fascia order see page 36)

☐ NO, we will build our own stand (a display system is not a (design) stand!)

Display system / pop-up
Inform Rose International timely of the measurements (width + height in cm) of any display system that you may wish to put up inside the standard stand construction stand.

1) We will bring and build our own design stand and will send the stand design including full measurements in cm to Rose International before 17 March 2017 for their approval. See important guidelines and instructions for design stands on pages 11, 19 and 48.

2) Our stand contractor who will design and build the stand is:

Company name:
Contact:
Telephone: Fax:
Mobile Phone:
E-mail:

Date Signature + Company Stamp
**Fax or e-mail this form to:**

**ROSE INTERNATIONAL**

P.O. Box 93260
NL-2509 AG The Hague
Tel.: +31 (0)70 383 8901
Fax: +31 (0)70 381 8936
Contact: Krista Vink
E-mail: kvink@rose-international.com

---

**RETURN BEFORE 31 March 2017**

_Surcharge after 31 March 2017: 15%

The undersigned would like to order tickets for the networking party and lunch boxes as indicated below.

<table>
<thead>
<tr>
<th><strong>ITEM DESCRIPTION</strong></th>
<th><strong>QUANTITY</strong></th>
<th><strong>PRICE PER PERSON</strong></th>
<th><strong>TOTAL</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Networking Evening on Monday, 29 May</td>
<td></td>
<td>€ 55.00</td>
<td>€</td>
</tr>
<tr>
<td>COLD - Lunch box*, Saturday, 27 May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Regular</td>
<td>☐ Vegetarian</td>
<td>€ 16.00</td>
<td>€</td>
</tr>
<tr>
<td>WARM - Lunch box*, Saturday, 27 May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Regular</td>
<td>☐ Vegetarian</td>
<td>€ 16.00</td>
<td>€</td>
</tr>
<tr>
<td>COLD - Lunch box*, Sunday, 28 May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Regular</td>
<td>☐ Vegetarian</td>
<td>€ 16.00</td>
<td>€</td>
</tr>
<tr>
<td>WARM - Lunch box*, Sunday, 28 May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Regular</td>
<td>☐ Vegetarian</td>
<td>€ 16.00</td>
<td>€</td>
</tr>
<tr>
<td>COLD - Lunch box*, Monday, 29 May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Regular</td>
<td>☐ Vegetarian</td>
<td>€ 16.00</td>
<td>€</td>
</tr>
<tr>
<td>WARM - Lunch box*, Monday, 29 May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Regular</td>
<td>☐ Vegetarian</td>
<td>€ 16.00</td>
<td>€</td>
</tr>
</tbody>
</table>

**SUB TOTAL, excluding VAT** €

**DANISH VAT 25%** €

**TOTAL, including VAT** €

* Please indicate number of regular and vegetarian lunch boxes.

**Note:** Networking Evening and Lunch box tickets are non-refundable after ordering. The ordered tickets will be given to the person designated by the exhibiting company (see below), no individual pick-up of these tickets. Pick-up at the Exhibition Service Desk (opening days/hours on page 9).

► Designated person to collect the Networking Evening and Lunch Box tickets:

...........................................................................................................(First Name, Last Name)
Contact Details A-booth

Name: A-booth exhibition services
Address: Skoon 37
         NL-1511 HV Oostzaan, the Netherlands
Contact: Frank Strijker
E-mail: frank@a-booth.nl
Telephone: +31 (0)75 622 55 81

ORDER BEFORE 1 May 2017
Additional electricity deadline is: 26 April 2017
Surcharge after 1 May 2017: 25%

For ordering the following services please go to:

eshg.aboothmanual.nl

1. Carpet Colour  On-line
2. Company name on Fascia Board – exclusive supplier  On-line
3. Extra stand components – exclusive supplier  On-line
4. Additional Electricity Connections & Supplies – exclusive supplier  On-line
5. Logo’s & Graphics*  On-line
6. Stand lay-out  On-line

After 1 May 2017, cancellations cannot be accepted; 100% of the costs will be charged and payable.

Exhibitors who signed up for the exhibition before 1 February 2017 receive an e-mail with password and username at the beginning of February 2017. Exhibitors who book their stand after 1 February 2017 will receive their log-in details within 2 weeks after receiving the official booking confirmation from Rose International. In case of any problem with your log-in credentials please contact A-booth: frank@a-booth.nl.
Contact Details BCC

Name: BCC
Address: Center Boulevard 5
          DK - 2300 Copenhagen, Denmark
Contact: Nikolett Bajusz
E-mail: ESHGexhibition@bellacenter.dk
Telephone: +45 3247 3409

ORDER BEFORE 21 April 2017
Surcharge after 21 April 2017: 25% and On-site: 50%

For ordering the following services please go to:

https://exhibit.bchg.dk/en/login

1. Payment procedures — On-line
2. Internet connections – exclusive supplier — On-line & On Request
3. Stand catering – exclusive supplier — On-line
4. Audiovisual & Computer Facilities — On-line
5. Temporary Staff – Hostesses — On-line
6. Flowers & Plants — On-line
7. Extra Cleaning Services & Waste Disposal — On Request
8. Rigging (after approval by Rose International) — On Request

After 1 May 2017, cancellations or changes cannot be accepted; 100% of the costs will be charged and payable.

On-line orders can be made until 24 May 2017. After this date orders can only be made on-site (based on availability) with a 50% surcharge, at the BCC Exhibitor’s Desk and needs to be paid by credit card.

You will receive your log-in details via e-mail from the BCC at the beginning of February 2017 or within 2 weeks after receipt of your official booking.
ORDER BEFORE 1 May 2017

Surcharge after 1 May 2017: 25% and On-site: 50%

For ordering furniture please go to:

https://eshg2017.jmt.nl

The website will be open as of 1 February 2017

On-line orders can be made until 11 May 2017. After this date orders can be made on-site (based on availability) at the Exhibition Service Desk and need to be paid by credit card.

After 11 May 2017, cancellations cannot be accepted; 100% of the costs will be charged and payable.
Fax or e-mail this form to:

Nussdorferstr. 20/22
AT-1090 Vienna, Austria
Tel.: +43 (0)1 319 69 99 18
Fax: +43 (0)1 319 69 99 33
Contact: Tamara Dworschak
E-mail: t.dworschak@ctimeetingtech.com

RETURN BEFORE 1 May 2017
Surcharge after 1 May 2017: € 100.00 / net

The undersigned orders the following lead retrieval system (full information on next pages):

<table>
<thead>
<tr>
<th>Orders before 1 May 2017</th>
<th>Orders after 1 May 2017</th>
<th>Units</th>
<th>€ Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS booth system</td>
<td>€ 420.00 net</td>
<td>1</td>
<td>€ 520.00 net</td>
</tr>
<tr>
<td>iOS symposium system</td>
<td>€ 399.00 net</td>
<td>1</td>
<td>€ 499.00 net</td>
</tr>
<tr>
<td>Special Offer **</td>
<td>€ 1,149.00 net</td>
<td>1</td>
<td>€ 1,249.00 net</td>
</tr>
</tbody>
</table>

* iOS symposium system incl. scan staff (max. 3 hours rental period).
** Special offer: 1 iOS booth system + 2 symposia systems incl. scan staff for satellite.

Symposia system: Please inform us about the date(s), time(s) and room(s) of your symposia.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Terms of payment

- Credit card:
  - VISA
  - MASTERCARD
  - AMEX

  Number: ____________________________ Exp. Date: ____________________________
  Name: ____________________________ Code*: ____________________________

*For Visa, MasterCard the card code is the last 3 digit number located on the back of your card on or above your signature line. For an American Express card, it is the 4 digits on the FRONT above the end of your card number.

- Bank transfer:

  IBAN: AT 4432 000 000 08111304 / Swift: RLNWATWW

Hereewith, I confirm the order of the above mentioned number of scanners and accept the General Terms and Conditions incl. cancellation regulations (see page 41).
EventLead System
The new EventLead System is a state-of-the-art, fast and easy system for companies to record contact information. The EventLead technology runs with an app and uses a high quality bar code scanner attached to an iOS mobile device (iPod touch).

EventLead Information for Exhibition (iOS booth system)
Rent pre-installed iPod touch devices equipped with the iScan barcode scanner. The exhibitors configuration and product information is preloaded upon collection of the device onsite.

By simply scanning a visitor’s badge with the iOS device, the contact information is entered into the exhibitor’s visitor database, including relevant product information and added comments. The data is synchronized with the server and can be exported as an excel file through an on-line platform.

Benefits for Exhibition
- Configure products and services before the congress through an on-line portal.
- Connect the barcode scanners via the dock connector to an iOS device and take advantage of the fast and advanced scanning experience.
- Immediate access to visitors contact information (name, address and profile information) by scanning their badge with an iPod touch.
- See visitors contact information on the device right after scanning the badge.
- Complete missing contact information on the spot, take notes and automate follow-up activities.
- No Wifi needed for the actual scanning process onsite.
- If Wifi is available, data is synchronized continuously.
- Download all data into an Excel file.

Costs
The price for an iOS booth system is:
€ 420,00 (ordered before 1 May 2017) net per iPod touch including scanner for the duration of the exhibition.

Systems for Exhibition and Corporate Satellite Meetings
If a company wants to have an iOS system during their Corporate Satellite meeting as well, they can order an iOS symposium system using the order form on page 39.
CTI has a special offer for 1 iOS booth system plus 2 symposia systems including scan staff for the satellite. See the order form for the fee.

EventLead Information for Corporate Satellite Scan (iOS symposium system)
The visitors contact information is effortlessly saved into your individual database, but the rental period is limited. This scanner is used for special occasions like corporate satellite meetings.

Benefits for Corporate Satellite Meetings
- CTI Meeting Technology staff members take care of the scanning of participants’ badges.
- User-friendly, light and easy.
- The scanners connected to an iOS device allow our staff to be mobile within the reception area of a satellite.
- Data is available as soon as the scanners are synchronized, immediately after the satellite.

Costs
The price for one iOS symposium system including staff is:
€ 399,00 (max. rental period is 3 hours), when ordered before 1 May 2017.

These costs are per rented device including the required software systems, and unlimited number of scans / amount of prepared individual data. We advise the following number of devices for corporate satellites:
- Room for up to 65 guests: 1 device (there is one door to the room)
- Room for up to 169 guests: 1 device (there is one door to the room)
- Room for up to 312 guests: 2 devices (there are two doors to the room)
All billing is carried out in advance by CTI. Payment can be made with Visa, MasterCard & Amex credit cards, or by bank wire transfer.

EventLead systems are rented according to CTI Meeting Technology GmbH General Terms & Conditions. The cost of lost, damaged or not completely returned hardware will be charged with € 500 per scanner and € 500 per iPod.

Administrative Procedure
1. Order
   Please order the required number of iPods as soon as possible (see order form page 39), in order to guarantee the availability as well as the early-bird rate prior to the deadline (May 1st, 2017).
2. Order confirmation
   After receipt of your order, CTI will confirm the receipt, invoice and charge the amount due.
3. Configuration of products and services
   Set up of products and services before the meeting through an on-line portal.
4. Lead capture
   Pick up your scanner or iPod including scanner onsite at the CTI Lead Retrieval & Poster Printing desk. CTI staff will be available to answer your questions during the opening hours of the event. Scanned data is synchronized to the server automatically on scheduled intervals.
5. Data provision
   After synchronization with the database you can access, check, print or download your collected data from the on-line database. You may add relevant information during sales conversations, since not all delegates will provide their complete contact information during the registration process.

Terms and Conditions
- **Data**
  Download of the data via the on-line database (print out of the list or download of an MS-Excel file). Since not all delegates will provide the registration department with the complete contact information, we cannot guarantee the accuracy of the data.

- **Services included**
  Quotes are per scanning device (iPod and iScan), software and an unlimited number of scans.

- **Scanning**
  Scanning is only allowed on the booth unless agreed otherwise with the exhibition organizer.

- **Invoicing**
  Invoices for the total purchase amount are sent out by CTI after receipt of order. Payment can be made via Visa, MasterCard and Amex credit cards or via bank transfer.

- **VAT**
  Quotations excl. 20% Austrian VAT.

- **Payment term**
  Invoices must be settled within two weeks after receipt, net without any obligations to CTI. Devices cannot be handed out onsite unless CTI received full payment.

- **Order deadline**
  After the ordering deadline, CTI does not accept orders automatically but will confirm acceptance separately. For orders after the deadline, a surcharge is applicable.

- **Cancellation**
  All orders cancelled prior to 30 days of the conference will incur a € 100.00 cancellation fee. Orders cancelled within 30 days of the conference will not be refunded.

- **General Terms and Conditions**
  This business is covered by the General Terms and Conditions of the CTI Meeting Technology GmbH.
Contact Details BCC

**BELLA CENTER COPENHAGEN**

Name | BCHG Group IT
---|---
E-mail | support@bchg.dk
Telephone | +45 3247 2565

**WI-FI ORDER AND POLICY ACCEPTANCE FORM – SECTION 6**

SUBMIT BEFORE 21 April 2017

All fields marked with a red* are mandatory

<table>
<thead>
<tr>
<th>Event*</th>
<th>Contact name*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company*</td>
<td>Contact email*</td>
</tr>
<tr>
<td>Stand no. *</td>
<td>Contact Tel.*</td>
</tr>
</tbody>
</table>

**Bella Center Copenhagen’s Wi-Fi Policy Summary**

This Policy aims to enforce the Wi-Fi rules for exhibitors.

Bella Center Copenhagen has taken an active approach to wireless interference at the venue in order to provide the most reliable Wi-Fi infrastructure for exhibitors.

Previous experience has shown that, when multiple wireless networks are sharing the same airspace, all wireless users are susceptible to wireless (RF) interference. This can lead to a loss of connectivity, slow network traffic and poor performance. In such a dynamic environment where events are built up, started, finished and dismantled in a matter of days, interference from wireless networks is a considerable issue.

Due to radio technology limitations, Bella Center Copenhagen has decided to focus on rules and communication in order to improve the Wi-Fi availability and quality within the exhibition areas.

Exhibitors who require Wi-Fi within their stands have the possibility to contract a service from Bella Center Copenhagen (OPTION A) or to bring their own Wi-Fi equipment (OPTION B). For those who decide to bring their own Wi-Fi equipment (OPTION B), exhibitors will have to follow some strict rules, apply the necessary technical settings to their equipment and pay a technical fee for the configuration of Bella Center Copenhagen’s technical infrastructure.

During the event, Bella Center Copenhagen will have an on-site team who will manage and keep the airspace as interference-free as possible by locating and removing unauthorised wireless sources. Bella Center Copenhagen reserves the right to shut down exhibitors’ unauthorised wireless sources, disconnect Internet access services and/or apply any further actions considered necessary. Disconnections will only happen after warning the exhibitor first.
OPTION A

I will order Internet services from Bella Center Copenhagen
(Wi-Fi or Cable) Or
I do not need Internet services

1. I hereby confirm I have read and agree to the Bella Center Copenhagen Wi-Fi Policy.
2. I hereby confirm I will not install any Wi-Fi networks at any time during the show.
3. I understand I am not allowed to install and connect any Wi-Fi access points to the Internet access hardlines provided by Bella Center Copenhagen, other than those Wi-Fi access points provided by Bella Center Copenhagen.
4. I understand I am not allowed to install any portable Wi-Fi access points at any time during the show without Bella Center Copenhagen’s written authorisation. This includes USB dongles and mobile phones.
5. I understand and accept that Bella Center Copenhagen will not process any orders for IT services until having received the completed Wi-Fi Policy form.
6. For exhibitors ordering Wi-Fi, to ensure that users can take best advantage of our Wi-Fi network, please ensure that you are using a 5GHz enabled Wi-Fi device.

**NOTE:** for exhibitors ordering Wi-Fi, once the order is completed, Bella Center Copenhagen will provide you with the username/password for the Wi-Fi in order to connect (unless you have specified username/password below).

Please complete the below table to specify your requirements to select and order within OPTION A:

<table>
<thead>
<tr>
<th>OPTION A – please select the product that you require:</th>
<th>Yes</th>
<th>No</th>
<th>Price per unit (EUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Local Network Connection required?*</td>
<td></td>
<td></td>
<td>109</td>
</tr>
<tr>
<td>2. Internet Access SSID encryption? *</td>
<td></td>
<td></td>
<td>209</td>
</tr>
</tbody>
</table>

Preferred SSID? (eg. Lounge name)

Preferred password (at least 8 characters)

I agree to all the terms and conditions listed above.

<table>
<thead>
<tr>
<th><strong>NAME</strong>*:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JOB POSITION</strong>*:</td>
</tr>
<tr>
<td><strong>DATE</strong>*:</td>
</tr>
</tbody>
</table>
OPTION B

I would like to install my own Wi-Fi Network

Technical requirements for Installing Exhibitors’ own Wi-Fi Access Points
In the case that the exhibitor cannot use the Wi-Fi service from Bella Center Copenhagen due to technical reasons, this option allows the exhibitor to check if they are a candidate to bring their own private Wi-Fi networking equipment to the stand. Signing and agreeing to this option will not allow the exhibitor to bring their own access point; the request is only valid when the exhibitor reaches an agreement with Bella Center Copenhagen’s IT technical department. The requirements must be strictly followed to ensure compatibility with Bella Center Copenhagen’s IT infrastructure.

Wi-Fi access points must provide adjustable power transmission. The available power settings must cover at least the range from: 0dBm (1mW) to 14dBm (25mW) and must be set by default to the minimum value.

Bella Center Copenhagen will have an on-site team during the event to ensure that the exhibitor’s SSID will not be seen broadcasting at higher than -75dBm at their neighbours’ stands. The on-site team reserves the right to go directly to the exhibitor and ask them to increase or decrease the transmission power and/or change their assigned channel at any moment during the show if the exhibitor does not comply with the terms and conditions stated within the Wi-Fi Policy.

Dynamic Frequency Selection
If the Wi-Fi access point supports this feature, it must be disabled. The Wi-Fi access point must work over a fixed channel which Bella Center Copenhagen will assign.

Data rate supported
802.11a: 12, 18, 24, 36, 48 and 54 Mbps
802.11g: 11, 12, 18, 24, 36, 48 and 54 Mbps
802.11n: from 11 up to 104 Mbps
802.11b must be disabled
IEEE 802.11n and 802.11ac
Channel bonding is not permitted, only standard 20MHz channels are allowed.

Compliance
IEEE Standards: IEEE 802.11g/n, IEEE 802.11a/n (IEEE 802.11b is not permitted) Minimum security: WEP, Wi-Fi Protected Access 2 (WPA2) or WPA
SSID
Please fill in the SSID (network name) field below, select which frequency/frequencies your SSID will be broadcasting in and indicate how many access points will be broadcasting the SSID.

<table>
<thead>
<tr>
<th>SSID*</th>
<th>TECHNOLOGY*</th>
<th>Num. of APs*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Options

No. of LAN drops 100/100 mbit
Price 213.65 EUR

No. of 10 Mbps internet, automatic
IPconf. Price 314.05 EUR

No. of 10 Mbps Dedicated internet connection. Price 1,426.49 EUR

Channels

The exhibitor’s own Wi-Fi equipment must be configured on these channels:

- Channel 1 on the 2.4GHz frequency band
- Channel 44, 48 and 52 on the 5GHz frequency band

Other channels must not be used. Bella Center Copenhagen’s on-site team will make sure exhibitors follow this important rule.

1. I confirm that I have read the documents – Bella Center Copenhagen Wi-Fi Policy and the Technical Requirements for Exhibitor’s Own Wi-Fi Access Points and that I will follow the terms and conditions stated within.
2. I understand that I must inform any suppliers, which I may use for Wireless LAN services, of this policy so that the details of our proposed WLAN setup can be disclosed to the Bella Center Copenhagen IT department.
3. I understand that this policy is related to all 802.11 Wi-Fi devices, which include Wi-Fi capable mobile phones (Mi-Fis).
4. I understand and accept that if I operate outside of the parameters stated within the Technical Requirements for Exhibitor’s Own Wi-Fi Access Points document, my Wi-Fi access point(s) will be removed and/or disconnected.
5. Given that air is a shared transmission space, I understand that the venue does not offer any service level agreements (SLAs) etc. for wireless LAN services.
6. I have completed the SSID table above and agree to the conditions within this document. I understand that these are obligatory to complete before Internet IT services can be confirmed by Bella Center Copenhagen.
7. Exhibitors must purchase the product: LICENSE TO BRING YOUR OWN WI-FI per AP (EUR 50) through Bella Center’s e-commerce website or onsite at the exhibitor service desk.

I agree to all the terms and conditions listed above.

NAME*: 
JOB POSITION*: 
DATE*:

OCT2016/vers 2.0
RULES & REGULATIONS ROSE INTERNATIONAL – SECTION 7

General
- By completing and signing the Exhibit Application Form, the exhibitor declared her/himself legally bound by the General Conditions of Rose International. These General Conditions are printed on page 2 of the exhibit application form, and are available on request from Rose International.

Sharing a Stand and Co-exhibitor (local distributor/agent)
- Exhibitors are not permitted to share any stand space allotted to them with other companies or organisations without prior written consent from Rose International (General Conditions Rose International, art. 3.3).
- Exhibitors who wish to share their stand with a local distributor/agent, please contact Rose International.

Lay-out of the Exhibition Area - Exhibitor Stand Space
- Rose International reserves the right to alter the general layout of the exhibition and the space allotted to each exhibitor, if unforeseen circumstances warrant such action (General Conditions Rose International, art. 11.1). Should any contingency prevent the holding of the exhibition, the organisers will not be held liable for expenses incurred other than the cost of rental of exhibit space (General Conditions Rose International, art. 6.1 & art. 11.1).

Damage to Building and Rented Materials & Equipment
- Exhibitors are liable for any damage caused by themselves, or by a third party commissioned by them, to any parts of the congress centre, inside and outside (e.g. walls, floors, doors, lifts, pillars, ornaments etc.), and rented materials (e.g. standard stand construction) and equipment (furniture, media equipment etc.) during build-up, operation and dismantling of their stands, or at any other time.
- Repairs or replacement resulting from the disregard of this regulation will be at the sole expense of the exhibitor. This includes any adhesive tape which may remain behind on the floor of the exhibition hall, and/or on walls of the standard stand construction, or e.g. on rented furniture, after dismantling.

Fixing Posters to Stand Walls
- The use of adhesive tape is allowed to fix posters to the walls of the standard stand construction. All tape and glue marks must be removed by exhibitors during dismantling. If tape or marks are left on the walls, the exhibitor will be invoiced for removal or replacement costs. The Exhibition Service Desk of Rose International provides suitable tape.

Suspensions
- It is strictly forbidden to attach any suspensions, signage or whatever to (technical) provisions or structures of the venue, e.g. cables, sprinkler systems, ventilation and smoke removal ducts etc. All suspensions need approval of Rose International and of the venue, so contact Rose International at an early stage for any suspensions you may want to plan in your stand.

Storage of Empties & Spare Materials
- It is not allowed to keep or store empties, boxes (with spare materials) etc. in open space on the stand. Neither is it allowed to leave these anywhere else in the building.
- Order a storage unit in the stand (via on-line portal of A-Booth, see instructions on page 36) and/or use the storage services of the official freight forwarding agent (Section 4).

Literature & Give Aways
- Literature on display and promotional give-away items shall be limited to reasonable quantities. Reserve supplies shall be kept in closed containers and stored in a neat and compact manner (remember to order a storage area on your stand).
- Distribution of literature and give aways is not permitted outside of the exhibitor’s stand (General Conditions Rose International, art. 3.4). It is however allowed to display exhibitors literature, in small quantities, on the Free Literature table, Section Company Information, in the exhibition area.

Carpet in Stands
- All stand floors must be carpeted. Carpet is included in the package of standard stand construction.
- If you build your own stand, include carpet description in the design.
- If you wish to order carpet for your design stand please contact Rose International.

► Continued on next page.
Waste during Build-up and Dismantling
- Exhibitors and their stand contractors and suppliers are obliged to dispose of their own refuse that is generated during the construction and dismantling periods. This includes left over promotional materials. Contact Rose International to order waste disposal.

Sound, Lighting & Special Effects
- Written consent is required from Rose International for the use of audio, video and lighting equipment, live music and performances on the stand.
- “Special effects” lighting, smoke machines and laser projection may not be used in the stands, as they are disruptive for neighbouring stands.
- Provided that permission is obtained for sound equipment in the stand, the sound must be regulated and directed into the booth so that it does not disturb neighbouring exhibits and their visitors.
- In case you plan (scheduled) presentations on the stand with sound amplification, make sure to get permission from Rose International before making any arrangements.

Goods not Allowed
The following materials, equipment, goods are not permitted in the congress centre:
- Easily inflammable or explosive substances, gases and dangerous goods, including radioactive and chemical substances. In particular, Ethylene oxide, carbon disulphide, sulphuric ether and acetone.
- Goods or appliances which cause a nuisance by virtue of smell, sound, light or in any other way.
- Balloons inflated with flammable or toxic gas, celluloid items, any types of heating devices, goods not listed in the application form submitted by the exhibitor.
- The organiser and/or the congress centre reserve the right to remove any dangerous goods or unhealthy equipment which releases disagreeable, harmful or disturbing odours, as well as installations likely to detract from the general appearance.

Demonstrations & Promotional Activities
- All demonstrations, interviews etc. must be confined to the limits of the exhibit space.
- Do not place a demonstration area or device on the aisle lines of your stand.
- Leave space within your own exhibition space to absorb the visitors.
- Rose International reserves the right to determine at what point promotional activities interfere with the interests of other exhibitors and/or the visitors, and therefore must be discontinued.

Payment Policy
- Payment for products/services ordered should be settled directly with Rose International or the relevant (official) supplier as applicable. All payments should be settled before the start of the build-up period, taking into consideration the payment date as stated on the individual invoices. Not complying with this regulation will cause delay in your build-up procedures, because Rose International does not allow move-in of exhibits until all financial obligations have been fulfilled.
- If payment on-site cannot be avoided, then make sure that, at the beginning of the build-up, a member of your crew is authorised to take care of the payment (cash or credit card). All on-site orders should be paid in EURO with credit card, or in cash.

Insurance Policy
- Rose International cannot accept any liability for damage, loss, theft, disappearance or injury of anything or anybody due to any cause. The exhibitor and the contractors he may employ are obliged to take out insurance against third party risks before the start of the exhibition. The costs of these insurances are for the exhibitor’s account.

Instructions
- Exhibitors are obliged to follow the instructions given by or on behalf of the organisers regarding build-up procedures, safety and general appearance of the exhibition, advertising, goods or objects on display, decoration and dismantling procedures (General Conditions Rose International, art. 3.1).

BCC Terms
- All stands (exhibitors, contractors and suppliers) are obliged to read the Exhibition Terms of BCC and to take appropriate actions. This document is available at the following url: http://www.bellacentercopenhagen.dk/en-GB/Facilities/Services/Info-for-exhibitors.aspx
- It is mandatory for all exhibitors to sign the WiFi Order and Policy Acceptance Form. This form can be found on pages 42-45 in Section 6.

In all those cases not foreseen by these Rules & Regulations and/or by the General Conditions of Rose International, Rose International shall decide (General Conditions Rose International, art. 12.1).
INSTRUCTIONS FOR DESIGN STANDS – SECTION 7

Exhibitors building their own stand must comply with the following instructions:

- Design stands (exhibitors building their own stand) need the approval of Rose International. Therefore Rose International needs to be informed if exhibitors use the package of standard stand construction, or build their own stand, before 17 March 2017. Use Form 2 in Section 5, page 34.

- Stand walls should be finished on both sides; it is not allowed to use the walls of neighbouring stands.

- The sight on/of neighbouring stands may not be hindered. The overriding principle for the design of all stands is transparency. All open sides of the stand must be freely accessible; this means that at least 80% of aisle sides must remain open and may not be closed or obstructed by e.g. walls.

- The building height of the stand (walls) should be 2.50 m exactly, measured from the floor of the hall (not measured from a raised floor!); permission to build higher is required from Rose International.

- Stands with a platform/raised floor higher than 2 cm, on which visitors are permitted, must have an 0.80 m wide access ramp with a slope of 2 - 8%. The ramp must be integrated in the stand design within the allotted floor space.

- The layout of a stand may not hide the general safety signs indicating the location of (emergency) exits. Fire extinguishers and related material may not be hidden or obstructed. This includes fire hose cabinets, glass breaking instruments and emergency (wall) phones.

- White lettering on a green background is strictly forbidden; it is reserved for general safety signs.

- All stands must be carpeted; use only removable tape; leave no tape behind after dismantling and ensure to leave the floor without any pieces or traces of tape.

Note: the carpet needs to one off the following approvals:

- Class G flooring as in DS-1063.2 - in accordance with Danish Building Regulations ’95, chapter 6.11.1 section 5
- Class Dfl-s1 flooring is classified according to EN 13501 Fire classification of construction products and building elements 29
- NT Fire 007 (Scandinavian approval)

- Stand lights are compulsory.

- Each exhibitor receives a basic electricity connection of 1.5 kW + 2 sockets + consumption as part of their exhibit space package. See page 21 for how to order more power.

- Objects in a stand which are higher than 2.50 m should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls; for objects higher than 2.50 m permission is required from Rose International.

- Suspension/rigging is possible in part of the hall considering the height, but build-up time is limited and permission is required from Rose International for any suspensions/rigging; all costs involved are for the exhibitor; contact Rose International well before 17 March 2017 if you plan any suspensions.

- No sawing and painting allowed in the exhibition hall; bring ready-made materials. This is, in the first place, to ensure that aisles, surrounding stands and carpet in poster and catering areas (already in place during build-up!) are kept clean. Secondly, build-up time is very limited and all building/construction works should be finished on Thursday 25 May before 19.00 hrs. No construction works whatsoever will be allowed on Friday 26 May, and all construction materials, tools, packaging etc. must be taken out of the exhibition hall before 19.00 hrs on Thursday 25 May.

- For build-up and dismantling schedules: see Section 2, page 8 - 9. Remember to agree, in writing, with Rose International, on your construction works on Thursday 25 May 2017.