

Exhibition Manual

ean
congress

Helsinki
2024

10th Congress of the
European Academy
of Neurology

June 29 – July 2

10 years
ean



www.ean.org/helsinki2024

#ean2024   

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Welcome

Dear Exhibitor,

Thank you for participating at the 10th Congress of the European Academy of Neurology in Helsinki/Finland.

This **Exhibition Manual** will guide you in the necessary steps of your participation in the industrial exhibition **onsite** and will answer all major questions that may arise during the planning of your participation.

Besides, basic information and regulations referring to booth construction, you will find the contact details of our exclusive suppliers as well as other major service providers that are at your disposal for any requests.

Please read this document carefully and share it with the necessary colleagues and agencies involved in the organisation of your EAN Congress activities.

Observation of the deadlines marked on page 7ff guarantees the best possible service by all contractors involved and avoids surcharges. **To ensure a successful participation at the EAN Congress, we will not be able to deviate from these deadlines.**

If you need further assistance, our team will be happy to support you in your preparation for the EAN Congress. Please find all relevant contact details on the following page.

For any further information on the 10th EAN Congress please also visit the congress website <https://www.ean.org/congress2024>.

We are look forward to working closely with you over the upcoming months to a successful EAN Congress 2024.

Best regards,

Elisabeth Starkl
Head of Industry Department

Sara Singer
Exhibition & Branding Management

1. Important Addresses and Contact Details

1.1. Congress Venue

Messukeskus
Southern Entrance
Messuaukio 1, 00520 Helsinki, Finland
www.messukeskus.com

1.2. EAN Headoffice

Industry Liaison and Exhibition – industry@ean.org

Elisabeth Starkl – Head of Industry Department
Sara Singer – Exhibition & Branding Management

Meeting Room Coordination: meetingroom@ean.org

Registration Management: registration@ean.org

Abstracts: abstracts@ean.org

Industry Session Programme: industry@ean.org

Congress queries (general): congress@ean.org or www.ean.org/congress2024

1.3. EAN Congress 2024 - Suppliers

Lead Retrieval, Virtual Congress Platform Provider (exclusive provider):

M-Events Cross Media GmbH / JMarquardt Audiovisual GmbH / Lennart Schillhabel / industry@m-events.com

Branding Production (exclusive provider):

Branding Production Orders/Invoices / Leena Pesonen / Leena.Pesonen@messukeskus.com

Branding material delivery & questions regarding material instructions / graphics@messukeskus.com

Catering (exclusive provider): Noho Catering / messukeskus@noho.fi

Exhibition Services: Webshop eMessukeskus - www.emessukeskus.com (see point 9.1.)

Exhibition Services Messukeskus / osastopalvelut@messukeskus.com

Webshop eMessukeskus Customer Service / yrityspalvelu@messukeskus.com

Hostess Service: webshop eMessukeskus - www.emessukeskus.com

Logistic Services (exclusive provider):

Merkur Expo Logistics GmbH / Bernd Blum / bernd.blum@merkur-expo.com

Official Housing Partner: ean@austropa.at / www.congress.austropa-interconvention.at/eancongress2024

2. Industry Download Center

www.ean.org/congress2024/industry/ean-congress-2024-industry-information

This web address should be a key reference source to help you with your preparations.

The [Industry Download Center](#) will provide you with updates, submission forms, key dates and deadlines, unmissable information, technical specifications and much more... **Bookmark it now!**

Each exhibitor is responsible for sharing the link to the with their agencies, service providers or contractors and providing them with the necessary information for exhibition preparations.

It will be updated regularly with information and forms essential to your congress participation planning.

NEW: Please use the new implemented search bar and enter keywords to find information more easily.

3. Appointed Agency

According to the EAN terms and conditions and rules and regulations as of 28.06.2023, please note the following:

- Industry partners must inform EAN, in writing, which agency is appointed for which industry session, the exhibition and/or sponsorship items (e.g., branding). Requests from unknown agencies will not be considered.
- It is not the role of any agency to make initial enquiries or reservations with EAN independently of the industry partner.
- The named agency cannot fully act as if it were the company itself and the company will continue to be held entirely responsible and accountable for activities organised in its name by its agency.
- It is obligatory for every appointed agency to read the rules and regulations and all other documents posted on the available Industry Download Center.
- The industry partner is responsible for communicating these guidelines to staff and appointed agencies.

Please inform us via e-mail (industry@ean.org) or use the template provided on the [Industry Download Center](#)

4. Important Dates and Deadlines

February	March	April
T 1	F 1	M 1 14
F 2 Abstract Submission extended Deadline	S 2	T 2
S 3	S 3	W 3
S 4	M 4 10	T 4
M 5 6	T 5	F 5
T 6	W 6	S 6
W 7	T 7	S 7
T 8	F 8	M 8 15
F 9	S 9	T 9
S 10	S 10	W 10
S 11	M 11 11	T 11
M 12 7	T 12	F 12
T 13	W 13	S 13
W 14	T 14	S 14
T 15 Submission deadline of meetingroom request	F 15	M 15 CMS information mailing for company profiles 16
	S 16	
F 16	S 17	T 16
S 17	M 18 12	W 17
S 18	T 19	T 18
M 19 8	W 20	F 19
T 20 Submission deadline for Preliminary programmes of industry sessions	T 21	S 20
	F 22	S 21
	S 23	M 22 17
W 21	S 24	T 23
T 22	M 25 13	W 24 Early registration deadline
F 23	T 26	T 25
S 24	W 27	F 26
S 25	T 28	S 27
M 26 9	F 29	S 28
T 27	S 30	M 29 18
W 28	S 31	Submission deadline of final programmes of industry sessions T 30 Delivery deadline for high resolution company logos for the acknowledgment board
T 29 Start of Industry Partner Registration		

May		June		July	
W 1		S 1		M 1	10th Congress of the European Academy of Neurology
T 2		S 2		T 2	
F 3		M 3	23	W 3	
S 4		1st pre-congress e-blast to registered participants (Sold out)		T 4	Post-congress e-blast to registered participants (Sold out)
S 5					
M 6	19			T 4	Submission deadline for Industry and Neurohood Information wall & Product theatre advert
T 7					
W 8	Submission deadline of Backwall graphic for Neurohood & Start-up booths and graphics for take a seat and column packages	W 5		W 3	
T 9		T 6	Order deadline for working passes		
F 10		F 7			
S 11		S 8			
S 12		S 9			
M 13	20	M 10			
T 14	Group upload for industry sessions open	2nd pre-congress e-blast to registered participants (Sold out) 24			
W 15	Submission deadline for Adverts for the Industry Pocket Programme				
T 16		W 12	Submission deadline for industry session upgrade items *		
F 17					
S 18		T 13			
S 19		F 14			
M 20	21	S 15			
T 21	Submission deadline of booth plans for general approval	S 16		M 17	Request deadline for offloading slot 25
W 22		T 18	3rd pre-congress e-blast to registered participants (Sold out)		
T 23	Submission deadline for flyer distribution details (timings)	W 19			
F 24		T 20	Acceptance deadline for all shipments by the advanced receiving warehouse		
S 25		F 21			
S 26		F 21			
M 27	22	S 22	Noho: Order deadline for catering		
T 28	Submission deadline for app push notifications and social media posts	S 23			
		M 24	26		
W 29	Ordering Deadline for additional on-site services through M-Events (including lead retrieval)	T 25	Company profiles online Joint e-blast		
		W 26			
		T 27			
		F 28			
T 30	Abstract submission deadline for late breaking news Delivery deadline for printing data of branding artworks and ordering deadline for all webshop services - eMessukeskus (+50% surcharge after)	S 29	10th Congress of the European Academy of Neurology		
		S 30			
F 31	Deadline for group bookings and ordering group badge pick up (pre-print by EAN)				

EAN Deadlines
M-Events Deadlines
Papplab Deadlines
Messukeskus Deadlines
Merkur Deadlines
EAN Headoffice closed

Please note that all promotional materials for your congress activities and all branding items need approval from EAN.

For approval please send the materials to industry@ean.org allow 4 working days for approval.

- *Industry upgrade items are:**
- Corporate Session Branding / design elements
 - Session Evaluation template
 - Voting template

5. Key Information

Congress Opening hours / Registration hours

Friday, 28 June 2024	16:00 - 19:00 (<i>Early Badge Pick up / Group Pick up – No congress programme</i>)
Saturday, 29 June 2024	07.30- 20.00 (<i>Opening reception</i>)
Sunday, 30 June 2024	07.30 - 19.30
Monday, 1 July 2024	07.30 - 19.30
Tuesday, 2 July 2024	07.30 – 17.00

Exhibition & ePoster Area

Saturday, 29 June 2024	09.30 - 17.30
Sunday, 30 June 2024	09.30 - 17.30
Monday, 1 July 2024	09.30 - 17.30
Tuesday, 2 July 2024	09.30 - 13.30

Floor pass: extended access: Sat.: 2h earlier, Sun.-Tues.: 1h earlier/ all days: 1h longer

Breaks

Saturday, 29 June 2024	coffee break: 10.00-10.30 / lunch: 12.30-15.30 / coffee break: 17.00-17.30
Sunday, 30 June 2024	coffee break: 10.30-11.00 / lunch: 12.30-15.30 / coffee break: 17.00-17.30
Monday, 1 July 2024	coffee break: 10.00-10.30 / lunch: 12.30-15.30 / coffee break: 17.00-17.30
Tuesday, 2 July 2024	coffee break: 10.00-10.30 / lunch: 12.30-13.30/ coffee break: 15.00-15.30*

**coffee break near session rooms as exhibition closes at 13.30*

Delivery / Build-up of booths / Decoration

Wednesday, 26 June 2024	08.00 - 22.00 (with special permission for booths of 50m ² or larger only)
Thursday, 27 June 2024	08.00 - 22.00
Friday, 28 June 2024	08.00 - 22.00*

*All corridors must be free of crates and booth material on Friday evening at 18.00 for major cleaning and the laying of the aisle carpet.

EAN has appointed Merkur Expo Logistics as official freight forwarder, customs clearance agent and handling agent for the 10th EAN Congress. For safety and time reasons, no other contractor will be permitted to operate the lifting into the venue (see point 10).

Dismantling

Tuesday, 2 July 2024 13:30 – 22:00*

Wednesday, 3 July 2024 08:00 – 22:00

*Exhibitors may pack their pop-up booths, their decoration material etc. and leave. Bigger booths can start dismantling within the booth borders. However, empties will only be delivered once all delegates have left the exhibition hall. The freight forwarders instructions must be followed at any time.

All hours are subject to possible changes due to the scientific programme. EAN will keep you informed.

Opening hours Scientific Business Suites

Saturday, 29 June 2024 08.00 - 20.00

Sunday, 30 June 2024 08.00 - 20.00

Monday, 1 July 2024 08.00 - 20.00

Tuesday, 2 July 2024 08.00 – 17:00

Opening session and welcome reception

All exhibitors are cordially invited to the opening session (Main Auditorium) followed by the welcome reception on Saturday evening from 20.00 - 21.00 at the congress venue.

Site inspection

For site inspections, please send your preferred date / time of your planned inspection to industry@ean.org and we will liaise between you and the venue in order to make further arrangements directly.

Black out times of the EAN Congress 2024

Saturday, 29 June 2024 07.30 - 21.00

Sunday, 30 June 2024 08.00 - 19.30

Monday, 1 July 2024 07.30 - 19.30

Tuesday, 2 July 2024 07.00 - 17.00

6. Exhibitor Registration

For any requests concerning exhibitor badges or the online registration system, please contact the registration management via registration@ean.org and/or the industry team (industry@ean.org).

6.1. Exhibitor Badges (Booth Staff)

As an entrance control will be implemented during the congress for the exhibition area, exhibitors are obliged to always wear their exhibitor badge clearly visible. Exhibitor badges are intended for exhibiting company employees and agents of such companies only.

Staff wishing access to the exhibition outside the official exhibition opening hours, e.g., in the mornings to prepare the booth, must be in possession of an exhibitor badge or a full registration in combination with a floor pass (see point 6.2.). The exhibitor badge does not allow access to any scientific sessions, except industry sessions. Guards and security personnel will control strictly and will not make exceptions to the rules to grant access.

Each exhibitor is entitled to **3 free exhibitor badges per 10 sqm** exhibit space or part thereof. Additional badges will be charged with EUR 211 each. Badges ordered onsite and re-printing will be charged at EUR 211 and name changes at EUR 50.

How to register your booth staff

The industry partner's main contact person or group coordinator or person registering your staff will receive an e-mail End of February 2024 with detailed information on how to register your booth staff. This e-mail will also contain the correct number of badges that can be retrieved and information on the badge pick-up possibilities.



IMPORTANT: Before you can register a person, please make sure the person has a MyEAN account and provided you with the correct email address linked to this account. Participants/staff without a MyEAN account cannot be registered to the congress and must create an account first here: <https://my.ean.org>.

6.2. Floor pass

For security, only those with an exhibitor badge or full registration with a floor pass can access the exhibition outside normal hours. They can enter **two hours before the official opening on Saturdays, one hour before from Sunday to Tuesday, and an extra hour after official closing on all days**, extending their access time.

All included full registrations in your sponsorship package are automatically printed with a floor pass and appropriately marked on the badge for your convenience. No additional steps are required.

For participants with a full registration affiliated with an exhibiting company, who registered individually can also get a floor pass for access outside regular hours. Please instruct your participants to pick up the floor pass at the on-site registration desk.

6.3. Working Passes for build-up and dismantling

Deadline for ordering working passes at industry@ean.org

6 June 2024

For built-up and dismantling, exhibitors need to arrange working passes for their stand builders and contractors. To do this, please provide the name of the stand builder/contractors, a contact person, on-site contact details, and the number of working passes needed before the deadline.

Important note: Exhibitor badges are only valid during build-up on Friday, 28 June 2024 and dismantling on Tuesday, 2 July 2024. For all other build-up and dismantling days **working passes** are necessary!

6.4. Transferable company badge & Congress bag

One transferable company badge (not personalised) will be issued per booth; this badge in combination with an exhibitor badge gives the holder access to the EAN programme and all session rooms. Furthermore, one congress bag per company is included in the exhibition space. Both will be provided to you by the industry team on the first day of the congress.

6.5. Additional full congress registrations

Full congress registrations can be made at regular rates by registering online as follows:

- Please log in on www.ean.org/congress2024 with your MyEAN log-in data and update your personal profile OR create a new account in case you do not have one yet.
- Click on the “Register Now” button in the slider on top of the page OR go to MyEAN (<https://my.ean.org>) and then to EAN Events, after that click on register.
- You are now able to register to the congress as individual or a group.

6.6. Staffing of the booth

Out of courtesy to the congress participants and to your fellow exhibitors, exhibitors must open their exhibit on time and staff it with at least one person throughout each day until the scheduled closing of the exhibition on Tuesday.

7. Exhibits / Booth Planning

7.1. Floor plan

A current floor plan is available in the [Industry Download Center](#).

7.2. General booth planning

The booth construction is the exhibitor's responsibility.

Every exhibitor must erect walls on any side that is directly adjacent to a neighbouring booth. This wall must be minimum 2.5 m high and setup along the full booth borders.

Perimeter walling of any booth design is only allowed to close maximum 1/3 of the booth sides along corridors with elements of more than 1.50 m height. Booth walls of more than 1/3 length and 1.50 m height must have a minimum distance of 1.50 m back of the booth border unless otherwise approved by EAN. This rule does not apply for sides that are directly adjacent to a neighbouring booth.

EAN recommends keeping the open sides of the booths as accessible to exhibition traffic as possible.

Backwalls must be covered and be white and clean especially if the wall exceeds a height of 2.50 m. No logos or similar are allowed on back walls directly adjacent to another booth.

The rear side of each booth not directly adjacent to a neighbouring booth shall be designed and decorated by the relevant exhibitor, provided that the interests of the neighbours are not affected. Walls constructed on such sides should be visually appealing to adjacent exhibits (e.g., could include screens with moving displays, scientific posters and colourful design and lighting).

Separation walls must be indicated on the booth drawings.

The responsibility of ensuring a fair and balanced experience for all is shared by all participants. Therefore, each exhibitor is asked to **consider the impact of their booth construction on neighbouring exhibits and ensure transparency**. If there is a risk of unfairly blocking another booth from view, even when all the guidelines are respected, the organiser will retain all rights of approval of the final booth design.

To respect the fair nature of the exhibition, exhibitors are requested to indicate any possible problems of transparency or impediments to neighbouring booths. Failure to do so would breach the spirit of the exhibitor's contract with EAN and in such cases the responsible exhibitor will be expected to make the necessary changes at his own cost. In such cases, the decision of EAN will be considered final.

EAN does neither supply any floor covering nor any booth material. For any equipment needed it is recommended getting in touch with our trusted suppliers as on page 5.

7.3. Maximum building heights

The maximum building height for the EAN Congress 2024 is 6 m.

7.4. Shell scheme

Exhibitors who want to rent a modular booth may book the respective service through the relevant supplier. It is recommended for companies who have booked 6 or 9 sqm space. Please consider rules mentioned in 7.1.

7.5. Flooring

Every exhibitor will have to cover the full rented surface (e.g., carpet or other flooring). Tape used to fix carpet must be fully removable. If tape is used which is not fully removable or leaves traces, additional cleaning costs will be incurred by Messukeskus. Oil, grease, paint, and similar substances must be removed from the floor immediately. The hall floor may not be painted or drilled, nor may anything be stuck to it which is not completely removable. All additional costs for any kind of contaminations will be charged upon actual expenditure by Messukeskus.

7.6. Floor load

The floor of hall 6 (EAN exhibition area) is covered with concrete panels. The maximum floor load is 1000 kg/sqm.

7.7. Doors

Doors and gates forming part of an escape route shall be hung to open in the direction of escape and should be clear of any steps or obstructions. Such doors shall be free from fastenings or other than panic bolts of type and pattern installed in accordance with standards and statutory regulations in force. All doors and gates that are emergency exits and/or part of escape routes shall be marked with illuminated emergency exit signs.

The doors of rooms or storage areas located on the booth must not open onto the aisles.

7.8. Disabled access

Booths should be designed to ensure that it is not unreasonably difficult for a disabled person to access it. Booth designers should be vigilant on the width of the doors to access meeting rooms inside the booth or on the ramp when the stand's floor is raised. Door accessibility to mobility impaired disabled people should be at least 800 mm wide.

7.9. Submission of plans

Every exhibitor, who will not be renting a shell scheme from the appointed supplier (Messukeskus) will have to submit an exact statement of the dimension as well as plans and descriptions of their booth by **21 May 2024** to industry@ean.org.

The drawings must clearly indicate, in **English**, the planned layout, equipment, furniture, signage and visuals (e.g. LED walls). Please specify the location of power outlets, electricity cables, moving parts as well as details of raised floor and other installations and special constructions that are relevant. Generally, indicating the various heights and open/transparent spaces should be sufficient.

Please supply:

- a scaled top view drawing
- a scaled side view drawing
- a three-dimensional drawing (or photograph)
- all information about any rigging

8. Regulations of the Venue

Please also read the “**Event construction and safety at Helsinki Expo and Convention Center**” document carefully, as they also apply for the EAN Congress 2024. The document can be downloaded from the [Industry Download Center](#).

Please note, that in case of any inconsistency between the construction rules of the venue and the EAN general booth planning rules, the EAN general booth planning rules prevail. If you have any questions, please do not hesitate to contact us on industry@ean.org.

9. Exhibition Services

Please note that all stands have been sold as space only. Neither EAN, nor Messukeskus will setup or deliver any equipment if not ordered until the given deadline.

9.1. Webshop – eMessukeskus

Deadline for orders at regular rates

30 May 2024

(A 50% surcharge will be applied to bookings made after the deadline.)

eMessukeskus is the webshop from the congress venue. You can order the following services:

- Modular booths
- Stand construction (e.g. Rigging, electricity, internet connections)
- Decoration/ Furniture
- Stand services (e.g. Hostesses, cleaning)

If you need access to the webshop eMessukeskus, please send us an e-mail to industry@ean.org with the following information:

- Company name
- VAT code
- Invoicing address and e-mail
- Contact person name and e-mail

9.2. Electricity

Messukeskus is using Schuko connectors (230V/50hz). It is important to note that the venue does not provide adapters for foreign plugs.

9.3. Internet Connections/ AV Equipment (booth only)

A free congress Wi-Fi network for delegates will be available during the 10th EAN Congress.

To prevent interferences between Wi-Fi devices on booths like routers, access points and controllers and to ensure a stable and secure connection, it is recommended to order a dedicated connection exclusively for your company. This can be done through the webshop eMessukeskus - www.emessukeskus.com.

Please note that exhibitors are not allowed to set up their private Wi-Fi access points. This rule helps to maintain a stable internet connection for everyone and ensures the security of the network. The introduction of exhibitor-owned private Wi-Fi hotspots has the potential to disrupt the overall functionality of the internet.

EAN cannot be held responsible for insufficient network connections or its quality for professional use on booths.

9.4. Radio frequencies information

According to our [rules and regulations](#) talks and presentations are only allowed with headphones and audience must be seated. Sound and lighting effects must be contained within each booth area. Furthermore, any activities must not interfere with the running of the conference (i.e. must not be parallel to the scientific morning and afternoon sessions) nor disturb your fellow exhibitors.

If you are planning any talks and presentations at your booth, it is compulsory to contact industry@ean.org for a proper planning and an **allocation of the frequencies**. In case we have not received any information about frequencies, EAN reserves the right to stop any activities.

9.5. Suspension services/ Rigging

Deadline for orders at regular rates

30 May 2024

(A 50% surcharge will be applied to bookings made after the deadline.)

Any suspension/rigging from the venue structure requires authorisation from Messukeskus and can only be done by Messukeskus and is subject to specific quotation. Requests must be done until the given deadline. Requests and orders have to be placed via the webshop eMessukeskus - www.emessukeskus.com.

Maximum building height: 6m (Rigging construction not included)

Maximum loading: 250kg/hanging point

By sending the installation plan at least **30 days before the event**, you will ensure a smooth delivery. For optimal handling, kindly send the plan in **PDF format** to osastopalvelut@messukeskus.com.

9.6. Catering

Deadline for catering orders

22 June 2024

Catering orders need to be placed directly with the official caterer, please find the order form in the [Industry Download Center](#). For any questions or special requests please contact **Noho Catering** directly: messukeskus@noho.fi

EAN provides a coffee break for delegates in the morning and one in the afternoon as well as a healthy and balanced lunch. The catering areas are in the exhibition halls.

Catering for exhibitors will be offered in the exhibitor lounge at different timings than the delegates lunch/coffee breaks. Entrance will only be allowed with an exhibitor badge.

9.7. Hostess Service

Deadline for hostess service orders at regular rates

30 June 2024

(A 50% surcharge will be applied to bookings made after the deadline.)

Hostess service orders need to be placed directly in the webshop of Messukeskus - www.emessukeskus.com.

For your convenience, hostesses ordered via the hostess service provider will be automatically registered and receive a dedicated badge without additional costs. Hostesses as well as other staff ordered from any other company than the official hostess service provider need to have a valid registration during the official congress dates.

9.8. Waste and cleaning management

Basic cleaning and waste disposal included.

Waste disposal

Waste disposal during the event as well as during build-up and dismantling is included in the rental fee. During build-up and dismantling all booth builders and their staff are responsible for delivering waste to the provided containers distributed over the exhibition halls. For ecological reasons all exhibitors are kindly requested to reduce their waste to a minimum.

General Cleaning

The general booth cleaning (this is hoovering, emptying of waste bins and removal of waste bags) is included in the rental fee too. Exhibitors are kindly asked to place full dustbin bags in the corridors for removal at the end of each day.

Additional cleaning can be booked via the webshop eMessukeskus - www.emessukeskus.com.

9.9. Lead Retrieval

Deadline for lead retrieval orders at regular rates

29 May 2024

(after this deadline an additional fee is charged; onsite bookings are possible upon availability)

Exhibitors and Industry Session Organizer can order scanners for the onsite lead system as well as the virtual lead retrieval feature for the session detail page via M-Events. For more details and prices please download the booking form from our [Industry Download Center](#).

Please note: Due to protection of sensitive data no other lead retrieval service will be allowed.

All booth activities are only allowed within the booth borders (e.g.: badge scanning). It is forbidden to conduct such activities in the aisles of the exhibition or in any other area of the congress centre. It must be clear to delegates that the badge scanning is performed by an exhibiting company and not by an official of the EAN Congress 2024. Exhibitors can scan the badges of congress participants with their approval only. A registered congress participant cannot be refused entry to a booth if they do not wish their badge to be scanned.

9.10. Company Profiles

Each industry session organizer has included a company profile on the **Virtual Congress Platform** (www.eanvirtualcongress.org) in their bookings (not applicable if a basic/plus/superior profile is booked).

The company profile consists of a **short company description, a corporate logo and the company's contact details**. All information needs to be uploaded via the **CMS of the virtual congress platform** by the industry partner.

Every sponsor will receive an e-mail with the login details to the CMS **in mid-April**. The profiles will be available from **25 June 2024 throughout the Congress until 16 July 2024** for registered participants. After this period the profiles are deleted.

9.11. Company Logo

Each exhibitor/sponsor is published with the corporate logo and the sponsorship status on the EAN Website. Please provide your high-resolution logo until **30 April 2024**.

10. Logistic services

Merkur Expo Logistics have been appointed as the official freight forwarder, customs clearance agent and handling agent for the EAN Congress 2024. For safety and time reasons no other contractor will be permitted to operate the lifting into the venue. Exhibitors are advised to contact Merkur Expo Logistics in time.

Merkur Expo Logistics GmbH

Mr Bernd Blum

+49 6173 966 95 11

bernd.blum@merkur-expo.com

The following information can be found for download at the [Industry Download Center](#):

- Detailed Shipping instructions
- Merkur Handling Rates 2024
- Freight, clearing, loading form (order form)
- Labels for shipping (exhibition goods, literature table, industry sessions)

11. Meeting Room Facilities

EAN offers various meeting rooms at the venue. The submission period for meeting rooms will start end of January 2024 and EAN will send out a separate information on the booking process to the main contact person. For further information please visit <https://www.ean.org/congress2024/industry/meeting-room> or contact meetingroom@ean.org.

12. Terms and Conditions & Rules and Regulations

Please download the EAN Congress Terms and Conditions & Rules and Regulations as of 28.06.2023 from the [Industry Download Center](#) and read them carefully.

13. Industry Press Guidelines

Please download the Industry Press Guidelines from the [Industry Download Center](#) and read them carefully.

14. Sustainability

We recognize the importance of sustainability in our field and its impact on the environment, society, and the well-being of future generations. We wish and expect from our partners to consider the importance of sustainability as well. For further information please visit our website: <https://www.ean.org/home/about-us/sustainability>