



World Society for
Stereotactic and Functional
Neurosurgery

WSSFN 2024

CHICAGO, USA
3-6 SEPTEMBER

Celebrating the 75th Anniversary of Modern Stereotaxis

XX
WORLD
CONGRESS OF
STEREOTACTIC
AND FUNCTIONAL
NEUROSURGERY

www.wssfn2024.org



EXHIBITORS' TECHNICAL MANUAL

Dear Exhibitor,

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

The Exhibition will be held in conjunction with **the XX World Congress of Stereotactic and Functional Neurosurgery (WSSFN 2024)** which will take place **September 3rd – 6th, 2024** at the **Swissotel Chicago in Chicago, USA**.

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

Please read all the information in this manual. It will take you very little time now and could save you a great deal of time later.

Please forward this manual to everyone who is working on this project, including your stand builder, as it contains useful information about the Congress.

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

We look forward to welcoming you to **Chicago** and wish you a successful congress and exhibition!

Best Regards,

Stephanie Stoyanova
Exhibition Manager



E: sstoyanova@kenes.com

TABLE OF CONTENTS

SECTION 1: General Information

- Congress Organizer
- Exhibition Manager
- Registration & Hotel Accommodation
- Sponsorship and Exhibition Sales Contact
- Venue Address
- Congress Website
- Exhibition Related Table
- Social Events at the Exhibition Area

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

- Exhibition Timetable at-a-glance
- Off Exhibition Information
- Exhibition Floor Plan
- List of Exhibitors

SECTION 3: Exhibition Services

- Exhibitors' Badges
- Access to the Exhibition Hall During Set-up and Dismantling
- On Site Exhibition Manager Desk
- Lead Retrieval Wireless Barcode Reader

SECTION 4: Technical information

- Space Only Booths
- Shell Scheme Booths
- Fascia Sign
- Booth Panel Specifications
- Technical Information and Regulations for Shell Schemes Booths
- Exhibition Area
- Floor
- Pillars
- Raised floor/ Platform
- Build-Up Height
- Ceiling Rigging
- Electricity and Electrical Installations
- Internet & Wi-Fi
- Parking
- Access for Delivery
- Security
- Booth Catering

SECTION 5: Official Contractors

- Booth construction \Additional Booth Fittings\Electricity\Furniture Rental\Graphics and signage
- Security and Hostess\CleaningServices \Telecommunications & Internet \Plants & Floral Arrangements\ Audio-Visual Equipment
- Catering Services
- Freight Handling & Customs Clearance Agent

SECTION 1: GENERAL INFORMATION

Dates

Tuesday, September 3 – Friday, September 6, 2024

Congress Organizer

Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel:+41229080488

Fax:+41229069140

Email: wssfns@kenes.com

Exhibition Managers

Ms. Stephanie

Stoyanova

Kenes Group

Email: sstoyanova@kenes.com

Sponsorship and Exhibition Sales

Mrs. Victoria

Eskenazi

Kenes Group

Email: veskenazi@kenes.com

Hotel Accommodation

Ms. Olina Stoyanova

Kenes Group

Email: ostoyanova@kenes.com

<https://hotels.kenes.com/Congress/WSSFN2>

[4](#)

Venue Address:

Swissotel Chicago

323 E Wacker Dr

Chicago, IL 60601, United States

<https://www.swissotel.com/hotels/chicago/>

Registration

Ms. May

Buzaglo

Kenes Group

Email: reg_wssfns24@kenes.com

Freight Handling & Onsite Logistic Agent

Freeman

[Click here](#)

Telecommunications/ Electricity/

Encore Global

Online shop: [Click here](#)

Email: eventnowsupport@encoreglobalmail.com ;

SwissChiSales@encoreglobal.com

Booth signage/ booth fittings/ Furniture/ Booth Cleaning/ Flowers Decoration

Freeman

[Click here](#) for online shop

Congress Website

For updated information regarding Congress,
please visit the website <https://wssfns2024.org/>

Exhibition Related Table

Action Item	Deadline	Contact Person
Hotel reservation for Staff	As soon as possible	https://hotels.kenes.com/Congress/WSSFN24 or email us to: ostoyanova@kenes.com
Company logo and profile	As soon as possible and no later than Friday, July 5th	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Designed Booth Approval	Friday, August 2nd	
Text for Fascia <i>(Shell Scheme stands only)</i>		
Lead Retrieval Wireless Barcode Reader	Thursday, August 1st	
Badge Order	Tuesday, August 20th	reg_wssfn24@kenes.com
Furniture Rental	Orders will only be processed after receiving the payment. If we do not receive the payment prior to event, booth items will not be installed when build-up starts.	Freeman (official Builder) Click here for online shop
Pipes & drapes Extras		
Daily Booth Cleaning		
Electricity	Deadline for orders is 48 hours prior to start of the event	Click here to enter the online shop eventnowsupport@encoreglobalmail.com SwissChiSales@encoreglobal.com
Telecommunications and AV Equip. <i>(Screens, Laptop, Desktop)</i>		
Hostesses & Temporary Staff Hire		
	Please approach directly the company	brooke.capone@hosts-global.com
Security	Thursday, August 22nd	sstoyanova@kenes.com
In-booth Catering	Thursday, August 22nd	Catering menus can be found here .
Delivery		
Door to Door Shipments	Please contact Freeman	Freeman (official Builder) Click here
Airfreight Shipments - Arrival to recommended airport		
Shipment via Advance Warehouse		
Shipping via UPS (small packages)	Shipments should arrive on or between business days, please coordinate directly with UPS	Please click here for UPS shipping instruction.

SECTION 2: EXHIBITION SCHEDULE, EXHIBITION FLOOR PLAN & LIST OF EXHIBITORS

Exhibition Timetable – *subject to change*

Set up	2 nd September Exhibition Set-up- for Space Only Stands	08:00 – 22:00
	2 nd September Exhibition Set-up- for ALL Stands	12:00-22:00
	3 rd September Exhibition Set-up- for ALL Stands	08:00-13:00
	3 rd September DECORATION ONLY	13:00-17:30
Exhibition Opening	3 rd September	17:30 – end of Networking Reception
	4 th September	10:00 -19:30
	5 th September	10:30-17:00
	6 th September	10:00-17:30
Dismantling	6 th September	17:30 – 21:00

The timetable is subject to possible changes in accordance with the scientific program.
Updates to follow up in due time.

**Dismantling of the stands before the official hour is not permitted.
All exhibitors should be in their Booth 30 minutes before the official opening hour.**

Please Note:

- Empty crates and packaging material must be removed after set-up and no later than **Tuesday, 3rd September at 13:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

Off Exhibition Information

- Therefore, please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.
- Dismantling of the booths before the official closing of the exhibition is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Friday, 6th September at 21:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

Waste Removal

- It is the exhibitor's responsibility to dispose all materials after dismantling.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your stand.
- Please note we will have a security guard at night from the moment the exhibition is closed until the following day when we open.
- **In addition, please consider hiring extra security for your Booth before/ after Exhibition Operating hours in case you have valuable stuff in your booths.**

Welcome Reception at The Exhibition Area

On **Tuesday, September 3rd** you are cordially invited to the to the **Networking Reception** held in the **Exhibition Hall** (Hall Zurich ABCDEF) from **18:15**, Exhibitors are asked to please man their booths during the Networking Reception in the Exhibition Halls.

List of Exhibitors

Please see all exhibitors listed here: <https://wssf2024.org/confirmed-sponsors-exhibitors/>

Exhibition Floor Plan

The floor plan has been designed to maximize the exhibitor's exposure to the delegates. For most updated floor plan and list of exhibitors, please [click here](#)

SECTION 3: Exhibition Services

Exhibitors' Badges

All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name only, no full name.

Exhibitor badges will be given as per your contract.

Two exhibitor badges will be given for the first 100 sqf booked and one additional badge for each 100 sqf after.

Any additional exhibitor's badges will be charged an exhibitor registration fee of **USD795**

Companies can purchase a maximum number of exhibitor registrations as follows:

- ✓ Stands of up to 600sqf - 15 exhibitor registrations
- ✓ Stands larger than 600sqf - 25 exhibitor registrations

The Exhibitors badges allow access to the exhibition area, refreshments, and Welcome Reception.

Additional Exhibitor badges can be ordered online via reg_wssfn24@kenes.com
Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge.

Deadline: Tuesday, 20th August 2024

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and should not be used by companies to bring visitors to the Exhibition. Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

REGISTRATION OF STAND PERSONNEL

In order to be granted access in the exhibition area each individual will need to wear a name badge. This includes the regular staff from the exhibitor's company and any hired staff e.g. hostesses, bar and service personnel etc. For security reasons, stand personnel must wear their name badges at all times.

Each exhibitor is entitled to a number of complimentary exhibitor badges in accordance with the size of the exhibition stand as stated in their contract.

The badge is indicating	Company name, individual name, country
This badge will give you access to	Exhibition area (including access before the official opening hours); Congress Opening Ceremony; Welcome Reception
This badge will not give you access to	Scientific and educational sessions; public transport pass; any offsite events
This badge is for	All representatives and staff of the exhibitor; local staff (hired by an agency eg., hostesses); guests of the exhibitor, bar and service personnel, photographer, etc.

Lead Retrieval Wireless Barcode Reader

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead Application. Supporters can download the K-Lead app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' contact information with a quick scan of their badge.

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

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

Cost per license – **USD 750** (excluding 4% credit card charges fees, excluding VAT if applicable)

NB! Please note device is not included.

Order deadline is Thursday, 1st August 2024

Onsite price is USD 850 (excluding 4% credit card charges fees, excluding VAT if applicable)

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

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

Cost for K-Lead Plus: USD 800 (excluding 4% credit card charges fees, excluding VAT if applicable).

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

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

SECTION 4: Technical Information

Exhibition Area

The Exhibition is being held in **Hall Zurich ABCDEF** which is **located** on the **-1 level inside the Event Center**.

<https://www.swissotel.com/hotels/chicago/meeting-events/ballrooms/zurich-ballroom/>

<https://visitingmedia.com/tt8/?ttid=swissotel-chicago#/3d-model/0/2>

- Hall height is **17-ft (5.18 m)**
- **Maximum build** up height allowed for booth walls is **3.5 meters**
- Rigging is not allowed.
- **Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.**
- Pipes & drapes stand build up is **8-ft (2.43 meters)**
- **Electricity** in the hall is coming both from the floor and from the ceiling.

Any part facing neighboring stands that is above 2.5 meters in height needs to be designed with neutral Surfaces (white).

Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and, in particular, that they do not endanger life and health.

Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.

Floor

Floor type: Carpeted

Exhibitors are required to have floor cover or carpeted floor within the stand area.

All floor coverings must be secured and maintained so that they do not cause any hazard.

Fixing of floor covering to the hall floor may only be carried out using approved tape.

Mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

Ceiling Rigging

Ceiling hanging is NOT permitted.

Raised Floor / Platform

- The organizers must be informed if the booth has a platform (when submitting the drawings for approval), as well as the scheduled set-up (day and time). Without this information the Official Contractor will not be able to provide the requested service(s) and the prepayment will not be refunded. Before placing the platform, the exhibitor/stand builder must confirm that service(s) provided by the Official Contractor (electricity, water, cables, Internet, etc.) are in the right place. Access to the service points are compulsory when a platform is installed. Once the platform is installed, no new services that need to go under it will be accepted.
- The platform sides must be closed and finished neatly. The platform **edges** must be **safe, secured** and **easily visible**.

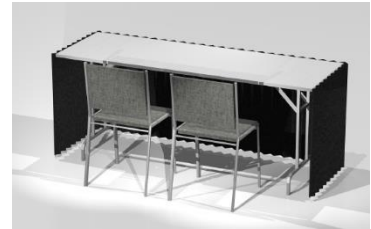
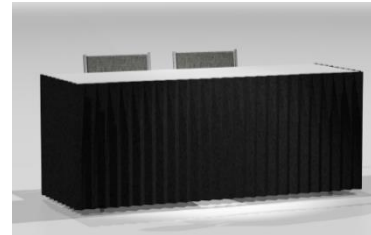
- Please note that if your booth has a platform, you are required to provide a **ramp** to ensure access for people with disabilities.

Pipes and Drapes Booths

To ensure the smooth and efficient installation and dismantling of your Booth, an official Booth Contractor has been appointed (See SECTION 5: official contractors).

Pipes and drapes which has been **pre-booked with Kenes** includes the following:

- Standard pipes and drapes system
- 8' back wall, 3' side walls with **black** drapes
- 8"x 48" one line booth ID sign – the ID sign will be the text that the company have submitted for their fascia via the Exhibitor Portal



Booth Package does not include:

- Daily stand cleaning
- Electricity
- Furniture

For all the below services, please order from **Freeman**: [click here](#)

- Furniture
- Handling
- Booth cleaning

For all the below services, please [click here](#) to enter to the **Encore Global online shop**:

- Electricity
- Telecommunications

Exhibitor's name signage

*Maximum of 40 characters (including spaces) may be written on your ID sign (valid for 100 sqft booths). Please submit lettering for fascia via the Exhibitor's Portal by **August 7th 2024**

You can submit your design/Facia on the Exhibitors' Portal: <https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

If the text for your fascia is not received by this date, we will provide you with a fascia title as per your application form.

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

Technical Information and Regulations for Pipes and Drapes Booths

- All basic pipes and drapes booth will be designed and built by **Freeman**– the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **August 7th 2024**
- No free-standing stand-fitting or display(s) may exceed a height of **8' (2.5m)** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- Drape is not intended as a display fixture. Therefore, products and signs should not be attached or affixed.
- Please do not use any adhesive products that may leave marks or cause damage to the drapes and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Pipes and drapes booths will be provided with no carpet.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact **Freeman** – the official stand contractor – as per published deadlines (see section “Deadlines & Key dates”).

Space Only Booths

Exhibitors using independent contractors are required to submit the following for the organizer approval:

1. **A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.**
2. **Utility connections: electrical, water and drainage - a list of all appliances**
3. **The name and contact details of their construction company.**

Please submit the files through the Kenes Exhibitor's Portal:

<https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

Deadline: Friday, August 2nd, 2024

- All exhibits are to be displayed to **avoid** blocking aisles, obstructing adjoining stands, or damaging the premises.
- Exhibitors are kindly requested to **allow sufficient see-through areas** that ensure clear views of surrounding exhibits. Entire sideway walls will not be approved. You are only allowed to build walls that covers third of each side.
- Island booths should be partly accessible on all "open" sides. We try to keep the exhibition as open and inviting as possible. **Wall construction alongside aisle is allowed but max 1/3 of side to side may be covered.** Construction finish must be perfect in all the stand's visible areas, including rear sides.
- Please note that if your booth has a **platform/raised floor**, you are required to **provide a ramp** or sloped edging around the entire booth to ensure access for people with disabilities.

The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible to avoid trip hazard. Advertising on the boundary with other stands is prohibited.

**For our reference, see below an image showing sloped edging.



Raised floor (4cm) with sloping edges,
finished with wooden laminate.

- Multilevel structures are not permitted.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed

immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).

- **Coffee bars or other F&B-stations have to be inside the booth** area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.
- Any part facing neighboring stands that is above 8 ft in height needs to be designed with neutral surfaces (white or grey).
- **Ceiling Rigging is NOT permitted.**

Kindly note:

- The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organizers.**
- **The used spaces must be returned to the Swiss Hotel completely clear of all items and the Exhibition areas restored to their original state.**
- We recommend Exhibitors using independent booth contractors to include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact cristina.alongi@swissotel.com to coordinate a visit.

Please note:

In USA/ Canada it is used the following types of electricity plugs: **Type A & B**
The ungrounded type A (NEMA 1-15) and the grounded type B (NEMA 5-15)



For more information you can [click here](#).

Electricity and Electrical Installations for “Space Only” booths

According to the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved by **Encore**.

Encore is the only company allowed to connect any kind of device directly to the main power sources.

Only **Encore** is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from **Encore** and to pay for the electrical consumption according to his power needs.

Please refer to the **online shop of Encore** – [click here](#)

- The **Encore** will check that the official electrical switchboard is not removed from the booth.
- Electrical switchboards provide by the venue cannot be manipulated, adjusted, or damaged. The cost of a damaged Electrical box will be charge to the company who has ordered it.
- **Encore** staff are authorized to unplug the whole booth electrical installation if they detected that it is not properly done, with a possible danger.

Please note the following:

- Electrical switchboard and/or various power outputs will be ALWAYS delivered on the booth floor. Exhibitor/Stand Builder must check how to place it inside the booth to be hidden and accessible.
- Electricity supply from the neighboring stand is not allowed!
- It is the exhibitor/stand builder/electrician responsibility to advise how to connect your box provided by **Encore**
- **Encore** only could provide electricity from the electrical ducts on the floor.
- It is compulsory the use of plastic protector to hide electrical cables (at the exhibitors' expense).
- Electrical extensions ordered will be supplied next to the electrical box and the exhibitor/stand builder will have to place on the space they need them

Encore provides electric service in the Exhibition area during the official exhibition times only. At the end of the day, we recommend switching off your main electrical sources in order to save energy and not to occur any accidents overnight.

At the end of the day the booth manager must check before leaving the venue that the booth spotlights are switched off for security and ecologic reasons. The **venue** won't be liable for any damages caused from this action.

In case that the stand builder brings their own electrical switchboard, (it has to be connected to the **venues** switchboard) it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day.

In case that you need 24h electrical connection for some devices (excluding booth general light), a second electrical switchboard will have to be ordered. The booth manager will have to make sure the general lights are turned off.

Booth Services

Booth Cleaning

The organizers will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (excluding exhibit booths and displays). For ordering daily stand cleaning, please refer to **Freeman online shop** – [Click here](#)

Any company cannot clean the venue facilities surfaces to avoid damage on them.

Internet & Wi-Fi

For wired internet and Wi-Fi connection please visit the **online shop of Encore** – [click here](#)

Important:

Please be advised the Private Wi-Fi networks installations in the stand is not allowed.

The Venue and the organizers reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.

The Venue and the organizers must be informed in advance when the stand has a platform as well as the scheduled set-up day and time due to internet foundation.

Complimentary Wi-Fi will be provided by the Congress during official Congress days at most areas.

This public Wi-Fi connection is limited for basic web browsing or checking emails.

Should you have any internet-based feature/device/activity at your stand (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your stand (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Note regarding technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

Security

Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area.

Neither the **Swisshotel** nor the organizers can accept responsibility for the security of the stands and their contents. The **Swisshotel** as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their stand and equipment.

If you wish to hire security for your stand, this can be done via email at: sstoyanova@kenes.com

Booth Catering

Food & Beverages service is an **exclusivity** of the **Swisshotel services**, **NO** food & beverage equipment can be brought into the hotel from outside.

Exhibitors who wish to order food and beverages for their stand are welcome to do so contacting via email at sstoyanova@kenes.com

Catering Menus can be found online [here](#).

Deadline for submitting your orders is: **Thursday, August 22nd**

Important:

- It is not allowed to enter any kind of Food & Beverages including coffee machines from outside the venue.
- This exclusivity also includes all types of catering equipment such as coffee makers, juicers, popcorn machines, etc.
- The Swisshotel reserves itself the right to add a charge for the entry of any F&B products not supplied by the venue (authorization is necessary from the venue)
- The exhibitor must consider the space available on the booth to store and display the requested deliveries.
- In case to have any other doubt about F&B please contact the organizers.

Waste Removal

For ordering waste removal please refer to Freeman – [Click here](#)

Storage

The **Swisshotel** has no storage facilities. Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) should be coordinated with Merkur team (payable service).

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

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

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

For access to the goods/ lorry entrance/ Lifts:

Exhibitors can also load-in at the Event Center Entrance side of the hotel. The driver would need to take the first right past the hotel entrance (no street name). Typically, cars cannot park on that side and someone would need to stay inside the vehicle while un-loading however, if it is quick and they put their hazards on, it should be no problem depending on how long they are “parked”.

Please refer for a detailed explanation of how to navigate to the Loading Bay and all relevant information needed for the set up and dismantling inside the **Load and Dock Information Sheet** available online [here](#).

Access to the exhibition area

The delivery and removal of materials and goods for the exhibition stands is allowed only by the official freight forwarder and their local agent.

Important note: companies which are bringing their own goods should contact the official freight forwarder to coordinate their arrival and the use of the loading bay, the service entrance and the lifts.

Please read carefully the **Load and Dock Information Sheet** available online [here](#).

Access for Deliveries

Please be advised that neither the Organizers nor the **Swisshotel** can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Deliveries may not be made prior to **2nd September 2024**. Any deliveries prior to this date, or off the official working hours, will not be accepted. Please refer to the Shipping Instructions for the deliveries address.

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

It is recommended that all contractors, drivers and exhibitors bring their own trolleys to transport goods to and from their stand.

Please refer for a detailed explanation of how to navigate to the Loading Bay and all relevant information needed for the set up and dismantling inside the **Load and Dock Information Sheet** available online [here](#).

Accommodation

Kenes International is offering exhibitors specially reduced rates for various hotels around the Congress venue.

Information, pictures, location and rates are available on the hotel accommodation page:

<https://hotels.kenes.com/Congress/WSSFN24> or email us to: booking@kenes.com

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

For **group booking** (10 rooms and more) please contact **Ms. Olina Stoyanova**.

Email: ostoyanova@kenes.com

Different payment and cancellation conditions apply.

Blackout Policy

WSSFN kindly requests that all congress supporters (sponsors, exhibitors, special interest groups and other stakeholders) respect the WSSFN blackout policy and refrain from holding organized meetings or events for more than 8 people during the congress scientific program.

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

Animals

It is not permitted to bring animals into the **Swisshotel**.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Exhibitors and contractors are required to wear the necessary **personal protective equipment** (PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly forbidden.

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers.

Children

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars...) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

Disposal of Material

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

Fire Regulations

- Booth material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage paint liquids, gas or other inflammable substances in the booth space is forbidden.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers or the venue.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Smoke

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

Heavy Weight Element / Large Machinery

In case the exhibitor/stand builder brings large machinery, any kind of heavy weight element or structure inside the exhibition area it is mandatory that the **Swisshotel** will be provided with a detailed project describing the unload procedure inside the exhibition area:

- Exhibition access used
- Transportation used to bring the element inside the venue and weight
- Plan for weight distribution (number of platforms, dimensions, and weight resistance)
- Forklifts, cranes, or any other machinery used for the unloading / uploading of the element. How the element is going to be unloaded and how is going to be brought inside the exhibition area.

Once the Messe Berlin has the complete information, the unloading of the element will be approved or rejected.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed.

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organizers nor the venue, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the Messe Berlin or any part thereof in any manner whatsoever.

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud. Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed.

- The organizers have no copyright responsibility in respect of any exhibiting company. Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the Messe Berlin cannot accept liability for loss of or damage to private property or goods.
- Neither the **Swisshotel** nor the organizers can accept responsibility for the security of the booths and their contents. The **Swisshotel** as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed. This can be done via the **Swisshotel** service order form.

Personal Transportation Vehicles

Bikes, skates, electric scooter and any personal transport by wheels are not permitted inside the building.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are allowed to film on their own booth, staff and material, but all equipment and camera crew must stay within the exhibition booth. Filming of other exhibitors and their materials, Congress features or any sessions is expressly forbidden unless permission has been given by the exhibitor or the organizer respectively.
- The photographing of booths is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of his/her own stand and can avoid inclusion of neighboring booths. Photography during the opening times of the exhibition of all aspects of the event is allowable in all instances except in cases where the photographer or photography equipment would cause an obstruction or danger to delegates / staff visiting or working in the exhibition hall.

Smoking Policy

The **Swisshotel** operates a **NO SMOKING** policy in ALL halls.

Special Effects

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

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- In case that exhibitors wish to leave any kind of waste material during set-up/dismantling, they should order a waste container in advance.
- Any discarded waste, including promotional material, left behind will be removed by the **Swisshotel** and/or the organizers at the expense of the exhibitor concerned.

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

IMPORTANT:

Please read thoroughly the **Venue Risk Management and Emergency Procedures Information** - [here](#).

Swisshotel factsheet can be found online [here](#)

Load and Dock information can be found online [here](#)

SECTION 5: OFFICIAL CONTRACTORS

Electricity\ Audio Visual\ Wifi

Encore Global

[Click here](#) to enter the online shop

eventnowsupport@encoreglobalmail.com or SwissChiSales@encoreglobal.com

In-Booth Catering

Food & Beverages service is an **exclusivity** of the **Swisshotel services**, **NO** food & beverage equipment can be brought into the hotel from outside.

Exhibitors who wish to order food and beverages for their stand are welcome to do so contacting via email at sstoyanova@kenes.com

Catering Menus can be found online [here](#).

Deadline for submitting your orders is: **Thursday, August 22nd**

Orders placed after the deadlines are subjected to surcharges.

Stand fitting \ Graphics and Signage\ Booth construction\ Furniture\ Cleaning Services\ Security

Plants & Floral Arrangements

Official builder contacts:

Freeman

For the online shop, please [click here](#)

Freight Handling & Customs Clearance Agent

Freeman:

For big packages / pallets, please contact Freeman to manage your shipping .

[Click here](#)

All freight for exhibits should be shipped directly to **Freeman** warehouse.

FedEx:

For small packages please contact UPS: Please [click here](#) for UPS shipping instructions!

Insurance of Goods

All cargo should be insured from point of origin.