European Human Genetics Conference

ESHG 2018

Exhibitors’ Manual

Milan, Italy

16 – 19 June, 2018
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2
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
Contacts Flora van Laer
Telephone +31(0)70 383 89 01 E-mail ivanlaer@rose-international.com
Fax +31(0)70 381 89 36 kvink@rose-international.com

Exhibition Service Desk
The telephone number during build-up, exhibition days, and break-down at the Exhibition Service Desk during ESHG 2018 will be +39 02 87 255 226.

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

Name ESHG 2018 - c/o Vienna Medical Academy - VMA
Address Alser Strasse 4 AT - 1090 Vienna, Austria
Contact Kristina Libova
Telephone +43 (0)1 405 138 316 E-mail conference@eshg.org
Fax +43 (0)1 407 827 4 URL https://2018.eshg.org

Conference & Exhibition Location & Access
Venue MiCo - Milano Congressi
Exhibition Area MiCo South Wing Level 0
Address Piazzale Carlo Magno, 1 - 20149 Milano
Entrance During conference days: Gate 2 (on foot) & Gate 17 (on foot or by car), please see map on page 9.
During build-up days: see page 8.
Telephone +39 02 4997 6275
URL http://www.micmilano.it

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

Note: Do not send any shipments/materials to the MiCo, they will not be accepted.
For delivery of goods, see pages 27 - 28, Section 3 and pages 29-32, Section 4 (Freight Forwarding).

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

Note: exhibition open already on Saturday.

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
<th>Duration</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>16 June 2018</td>
<td>09.30 - 18.30 hrs</td>
<td>See note below</td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>17 June 2018</td>
<td>09.00 - 17.45 hrs</td>
<td>See note below</td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td>18 June 2018</td>
<td>09.00 - 17.45 hrs</td>
<td>See note below</td>
<td></td>
</tr>
</tbody>
</table>

- Note: Exhibitors should be present at their stand 15 minutes (exhibitors may access the exhibition area 30 minutes before opening) 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 10 and 11.
## Conference Dates & Hours (Exhibition dates & hours: see previous page)

<table>
<thead>
<tr>
<th>Day</th>
<th>Dates</th>
<th>Time</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday</td>
<td>15 June 2018</td>
<td>10.00 - 19.00 hrs</td>
<td>Registration open</td>
</tr>
<tr>
<td>Saturday</td>
<td>16 June 2018</td>
<td>07.30 - 20.15 hrs</td>
<td>Registration open</td>
</tr>
<tr>
<td></td>
<td></td>
<td>08.00 - 20.00 hrs</td>
<td>Conference programme</td>
</tr>
<tr>
<td></td>
<td></td>
<td>14.00 - 16.00 hrs</td>
<td>Welcoming addresses followed by first plenary session</td>
</tr>
<tr>
<td>Sunday</td>
<td>17 June 2018</td>
<td>08.30 - 20.45 hrs</td>
<td>Opening Networking Mixer</td>
</tr>
<tr>
<td>Monday</td>
<td>18 June 2018</td>
<td>08.30 - 19.15 hrs</td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>19 June 2018</td>
<td>09.00 - 15.45 hrs</td>
<td>Exhibition closed on Tuesday!</td>
</tr>
</tbody>
</table>


### Opening Ceremony and Opening Networking Mixer

Exhibitors with an Exhibitor Conference badge are invited to the Welcoming Addresses on Saturday 16 June at 14.00. All Exhibitors are welcome to the Opening Networking Mixer at 20.00 hrs in the MiCo (free admission but remember to wear your badge). **Note:** the exhibition remains open during the opening ceremony and plenary sessions (until 18.30 hrs, coffee break from 18.00 – 18.30 hrs) 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 16 – 18 June. Poster mounting, viewing and removal times are:

- **Saturday, 16 June 2018:**
  - 09.30 - 18.30 hrs Poster mounting / viewing
- **Sunday, 17 June 2018:**
  - 09.00 - 17.45 hrs Poster viewing
- **Monday, 18 June 2018:**
  - 09.00 - 17.45 hrs Poster viewing
  - 16.30 - 17.45 hrs **Poster removal (strict)**

### 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):** ESHG2018

**Password:** eshg2018

Exhibitors requiring a reliable Internet connection on their stand (e.g. for presentations) should order their own connection (see page 24, Section 3, for information and how to order), because continuous access and speed cannot be guaranteed on the general WiFi.

**Note:** Exhibitors are not allowed to use personal Hot-Spot Wi-Fi (Access Points, ad hoc networks, Tablet or Smartphone used as 3G/4G hot-spots), unless specific authorisation from MiCo has been obtained from MiCo.

### 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 (for exhibitors the Cash Bar will be open half an hour before the opening of the exhibition). The Cash Bar will offer sandwiches, snacks and beverages at a charge. The menu can be viewed at the Cash Bar.

Lunch boxes can be ordered prior to the conference (NO on-site orders) for Saturday 16, Sunday 17, and Monday 18 June. Go to form 3 in Section 5, for costs and to order.

For stand catering, see page 25, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the MiCo, unless these are ordered from the MiCo catering company (Compass Group Italia).

### Events during the Conference - Social and Commercial

The Annual Meetings Committee of the ESHG do **not allow any company events** during the conference (16 – 19 June), outside the time slots for corporate satellite meetings offered in the sponsor programme. Not in the MiCo, neither in other locations in Milan.

► Continued on next page.
Outside these corporate satellite slots, the organisation of social events (so only events with a social character) is allowed under strict conditions and only on Friday evening 15 June (as of 18.00 hrs) and on Sunday evening 17 June (as of 21.30 hrs) and with written permission from Rose International. Please contact Rose International for details.

**Note:** not following these rules will result in exclusion to participate in the next conference, ESHG 2019.

**Sponsor Programme and Advertising**

ESHG 2018 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, badges & lanyards, the conference signage in the MiCo, staff shirts poster boards, official coffee breaks and many more.

All advertising (also in and around the MiCo) and sponsoring for and during ESHG 2018 is exclusively handled by Rose International.

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

**ESHG Logo – use of logo by Exhibiting companies**

It is allowed to use the official ESHG Logo to promote your presence at ESHG 2018. Please note that it is NOT allowed to use the official ESHG 2018 Banner, as used on the conference website. A special ESHG 2018 banner is created which can be used by exhibitors and sponsors. Please contact Rose International in case you want to receive the ESHG logo and/or ESHG 2018 banner for exhibitors/sponsors.

It is important that the elements of the logo remain consistent. Do not attempt to redraw the lettering, branding elements or alter their relative position. Before reproducing the ESHG 2018 logo, a printing proof should be sent to Rose International for approval.

**Compliance**

The ESHG organises its meetings in compliance with the rules of EFPIA, Eucomed and EACCME with regards to sponsor involvement and recognition. Any (contractual) agreements in contradiction to these rules will be considered void. **Remember that company compliance may differ from ESHG compliance.**

All companies exhibiting at and/or sponsoring ESHG 2018 are advised to consult the guidelines and codes of practice applicable in Italy. By signing the relevant application form to participate in ESHG 2018, each company agrees to and confirms that it has reviewed the advice and guidelines which determine the applicable codes of practice in Italy and that it will be adhering to all relevant codes and accepts all liability in all cases of non-compliance with these codes (such as EFPIA, MedTech Europe, IFPMA).

**Note:** In Italy each pharmaceutical company sponsoring a meeting or a congress on topics in anyway related to the use of their own pharmaceutical products, must submit to the competent Unit of the Italian Medicines Agency (AIFA) an application to obtain a specific authorization. This rule will in most of the cases not apply since most exhibitors will not have and/or promote any pharmaceutical product (products WITH Marketing Authorisation) related to the topics of ESHG.

However, in case this rule does apply to your participation in ESHG 2018 in Milan, you have to inform Rose International accordingly. Please note that in all cases, the registration remains the responsibility of the company itself.

**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.

**Emergency Telephone Numbers**

In case of an emergency (fire, medical, etc.) in MiCo call the following central emergency number: +39 02 4342 7210 (internal number: 7210).

In case of an emergency during your stay in Milan (outside MiCo) you can call the emergency hotline 112 (when every second counts).

Also take note of the safety regulations, which you will find in the MiCo Technical Regulations Book – available online: https://www.micomilano.it/Downloads/Technical_Regulations_MiCo_english.pdf.
Cash Dispenser
You will find a cash dispenser in MiCo South on the balcony at level 1.

Smoking
ESHG 2018 is a non-smoking conference. And MiCo does not allow smoking in any parts of the building.

Currency
The currency in Italy is EURO. 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 Milan and Italy, please refer to the following websites: www.visitamilano.it, www.aboutmilan.com and/or www.italia.it.

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

Parking Private Cars
Conference days - Private cars (height 1.90 m max) can be parked in the underground car park of the MiCo (Gate 17 parking) during conference days only. 
Note: Gate 17 parking will also be open on Friday 15 June from 07.30 – 19.30 hrs. The car park has direct access to MiCo.
Fee for parking: EURO 15.00 per day.

Build-up and Break-down - During build-up and break-down you may park your car for a maximum of 2 hours in the area between GATE 13 and the unloading area (entrance GATE 13). After these 2 hours, the car can be parked at the Sempione Parking near the MiCo.
Please see maps for both build-up & break-down and Conference days on pages 8 and 9.

Parking Trucks
Trucks can be parked at one of the below parkings.
1. ONT Magazzini Generali srl 
   Tel: +39 02 302 7292, Email: magazzino@ontmilano.it, URL: http://www.logistica-milano.com
2. STEPHENSON PARK
   Tel.: +39 33 940 313 69, Email: info@stephensonpark.it, URL: http://www.stephensonpark.it

For prices and reservations please contact the parkings directly.

How to get to the MiCo
By car
From any of the ring roads circling Milan follow the signs to FieraMilanoCity, or to any of the large Park & Ride car parks located close to the following Metro stops:

- Cascina Gobba (1800 cars). Green Line
- San Donato (1800 cars). Yellow Line
- Famagosta (3000 cars). Green Line
- Bisceglie (1900 cars). Red Line

By public transportation
Buses & Trams
For the "viale Eginardo / viale Scarampo" entrance (Gate 2):

- Bus No. 78 – Eginardo/Colleoni stop
For the "piazzale Carlo Magno / via Gattamelata" entrance (Gate 17):

- Bus no. 78 – get off at Colleoni/Gattamelata
- Tram no. 19 – get off at Boezio
- Tram no. 27 – get off at Piazza 6 Febbraio

Metro
Purple Line 5:
For "viale Eginardo / viale Scarampo" entrance (Gate 2): get off at “Portello” stop – 80 m from MiCo.
► Continued on next page.
For “piazzale Carlo Magno / via Gattamelata” entrance (Gate 17): get off at “Portello” stop, walk along via Colleoni and, on the right, via Gattamelata for approx. 450 m, or get off at “Domodossola FNM” stop, and walk about 600 m to MiCo.

**Red Line 1:**
for “viale Eginardo / viale Scarampo” entrance (Gate 2): get off at “Amendola” stop – 700 m from MiCo, or at “Lotto” approx. 800 m.
for “piazzale Carlo Magno / via Gattamelata” entrance (Gate 17): get off at “Cadorna” stop, exit the subway and go to the railroad station above: take the first train departing and get off at “Domodossola” stop – 600 m from MiCo.

**Green Line 2:**
for “viale Eginardo / viale Scarampo” entrance (Gate 2): take Red Line 1 (going to RHO Fiera Milano) and get off at “Amendola” stop – 700 m from MiCo, or at “Lotto” approx. 800 m.
for “piazzale Carlo Magno / via Gattamelata” entrance (Gate 17): exit the subway and go to the railroad station above: take first train departing and get off at the “Domodossola” stop – 600 m from MiCo.

**Yellow Line 3:** Get off at “Duomo”, switch to the Red Line 1 (Rho Fiera Milano direction).
for “viale Eginardo / viale Scarampo” entrance (Gate 2): get off at “Amendola” stop – 700 m MiCo, or at “Lotto” approx. 800 m.
for “piazzale Carlo Magno / via Gattamelata” entrance (Gate 17): get off at “Cadorna” stop, exit the subway and go to the railroad station above: take the first train departing and get off at “Domodossola” stop – 600 m from MiCo.

**By Train**

**Central Station – Garibaldi Station**
Take the Metro Green Line 2 (Abbiattractive direction) and get off at “Cadorna”. Here take the Metro Red Line 1 (Rho Fiera Milano direction).
for “viale Eginardo / viale Scarampo” entrance (Gate 2): get off at “Amendola” stop – 700 m MiCo, or at “Lotto” approx. 800 m.
for “piazzale Carlo Magno / via Gattamelata” entrance (Gate 17): get off at “Cadorna” stop, exit the subway and go to the railroad station above: take the first train departing and get off at “Domodossola” stop – 600 m from MiCo.

**Cadorna Station**
Here take the Metro Red Line 1 (Rho Fiera Milano direction). for “viale Eginardo / viale Scarampo” entrance (Gate 2): get off at the “Amendola” stop – 700 m from the Congress Centre, or at “Lotto” approx. 800 m.
for “piazzale Carlo Magno / via Gattamelata” entrance (Gate 17): get off at “Cadorna” stop, exit the subway and go to the railroad station above: take the first train departing and get off at “Domodossola” stop – 600 m from MiCo.

**Domodossola Trenord Station**
Here take Metro Purple Line 5 (heading for San Siro) and get off at “Portello” stop. Exit the subway for a short walk to “viale Eginardo / viale Scarampo” entrance (Gate 2).
For “piazzale Carlo Magno / via Gattamelata” entrance (Gate 17): a 600 m walk to MiCo.

**By air**

**Linate Airport**
Take bus no. 73 in the “National Arrivals Exit” area all the way to the terminal in Via Gonzaga/Piazza Diaz. Go down into the Metro station “Duomo”. Take the Red Line 1 (Rho Fiera Milano direction) see further on previous page, Metro Red Line 1.

**Malpensa Airport**
The “MALPENSA EXPRESS” train service will take you directly from the airport to the center of Milan in 40 minutes, arriving at the Ferrovie Nord “Cadorna” station.
Take the Red Metro Line 1 (Rho Fiera Milano direction) see further instructions on previous page, Metro Red Line 1.

**Orio al Serio Airport**
The “AUTOSTRADALE” or “AIR PULLMAN” bus service takes you from the airport to Milan Central Station in 60 minutes: take Metro Green Line 2 (Abbiattractive direction), and get off at “Cadorna”. Here take the Red Line 1 (Rho Fiera Milano direction).
Gate Entrances

1. Build-Up and Break-down days
Gate 13 — located in Via Gattamelata: dedicated entrance for exhibitors during build-up and break-down days.

Note: Do not forget to order the special staff passes for access during build up. Please see page 11, section: “MiCo Gate 13 – Check-in during build-up – MiCo Staff Passes mandatory” for all details about these passes.

Gate 2 and 17 will also be open on Friday 15 June for exhibitors who do not have to unload a car. For these gates no special MiCo Staff passes are needed.

Unloading Car Gate 13
For unloading your car you have to use Gate 13. You can park your car during build-up and break-down for a maximum of 2 hours in the area between GATE 13 and the unloading area. Note: do not forget to order the vehicle passes through the online portal of MiCo.

▶ Continued on next page.
2. Conference days

**Gate 2** – located in Viale Eginardo: dedicated entrance for pedestrians during conference days.

**Gate 17** – located in Piazzale Carlo Magno: dedicated entrance for pedestrians and for cars to be parked inside the congress venue during conference days.
TECHNICAL INFORMATION – SECTION 2

Exhibition Service Desk – Badges Pick up
Exhibitors should check-in at the Exhibition Service Desk, located at the Balcony level 1 in MiCo South, upon their arrival at the MiCo in order to pick up their Exhibitor Conference or Exhibits Only badge. Note: exhibitors coming by car using Gate 13 on build-up days: make sure to pre-order MiCo staff passes through the online portal of MiCo. Passes will be emailed to exhibitors and should be printed before arrival at MiCo.

Exhibition Service Desk - Opening Hours

| Build-up | Thursday | 14 June | 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 14 June 2018. |
| Build-up | Friday | 15 June | 08.00 – 18.00 hrs |
| Exhibition | Saturday | 16 June | 08.30 – 19.00 hrs |
| Exhibition | Sunday | 17 June | 08.30 – 18.15 hrs |
| Exhibition / Break-down | Monday | 18 June | 08.30 – 20.30 hrs |

Exhibition Service Desk - Telephone Number
During opening hours of the Exhibition Service Desk from Friday 15 June – Monday 18 June, the following direct telephone line will be in operation: +39 02 87 255 226. To reach Rose International on Thursday 14 June, please call their office number: +31 70 383 8901.

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

| Thursday, 14 June | NO_ACCESS for exhibitors who use the package of standard stand construction (Form 2 in Section 5). |
| Friday, 15 June | 08.30 – 17.30 hrs | Bringing in and installation of exhibits. |
| Friday, 15 June | 16.30 hrs | Aisles must be clear and empties and packing materials taken for storage. |
| Friday, 15 June | 16.30 – 17.30 hrs | Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles. |

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

| Thursday, 14 June | 09.00 – 19.00 hrs | 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 14 June 2018. All construction works must be finished on Thursday 14 June by 19.00 hrs. no construction works whatsoever allowed on Friday 15 June. |
| Friday, 15 June | 08.30 – 17.30 hrs | Bringing in and installation of exhibits inside the stand. No construction works whatsoever allowed (see Thursday). |
| Friday, 15 June | 16.30 hrs | Aisles must be clear and empties and packing materials taken for storage. |
| Friday, 15 June | 16.30 – 17.30 hrs | Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles. |

► 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. ► Continued on next page.
There will be absolutely no access on Thursday for exhibitors of Group A.

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 14 June.

An over-all schedule of build-up procedures is given on page 16 (this Section).

Contractual working hours agreed with the MiCo 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 on the previous page, the exhibitor will be held responsible for additional rental and other fees incurred.

Break-down Schedule

| A. Schedule for exhibitors using the standard stand construction package |
|--------------------------|--------------------------------------------------|
| **Monday, 18 June**     | **18.00 – 18.30 hrs** as of 18.30 hrs | Packing up activities **inside the stand** only. |
|                         | **18.30 – 20.00 hrs**                  | Delivery of empties (small ones first) to the stands, as soon as all participants have left the exhibition area and the carpet in the main aisles has been removed. **Note:** companies leaving earlier will be excluded from participation at ESHG 2019! |
|                         | **19.00 hrs**                         | Taking exhibits out of the exhibition hall. |
|                         | **20.00 hrs (strict)**                | All rented materials will be collected by the relevant suppliers. |

<table>
<thead>
<tr>
<th>B. Schedule for exhibitors bringing and building their own stand (design stand)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday, 18 June</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Important note:
- At 22.30 hrs on Monday 18 June 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.

MiCo Gate 13 – Check-in during build-up – MiCo Staff Passes mandatory

**On Thursday 14 June, all** staff from the stand builder and/or exhibitor should check-in at **Gate 13** (see map on page 15) upon their arrival at the MiCo to enter the Exhibition Hall.

**On Friday 15 June, ONLY** staff from the stand builders and exhibitor’s staff needing to unload their car, need to check-in at Gate 13. All other staff from the exhibiting company (not needing to unload a car) can access MiCo through the normal Gates (Gate 2 and 17) and pick up their badges at the Exhibition Service Desk before entering the Exhibition Hall. All persons (both stand builders and exhibitors) working during **build-up on Thursday 14 June** need to show their pre-ordered MiCo staff pass. Also exhibitor staff needing to unload their cars (pre-ordered **vehicle pass** is required) on Friday 15 June, have to show their pre-ordered MiCo staff passes. Staff passes for build-up can be ordered through the online portal of MiCo and will be emailed to the exhibitor and/or stand builder upfront. Do not forget to distribute these passes to the persons needing access during build-up on Thursday 14 June and/or having to unload a car on Friday 15 June. In addition to these passes, all persons need to bring identification, i.e. their official company badge or passport. Also do not forget to pre-order a **vehicle pass** to enter the delivery area with a car or truck (Gate 13) on the build-up and break-down days. For details see page 25.

Occupation of Exhibit Space

If an exhibitor has not taken up his stand space on:

<table>
<thead>
<tr>
<th>A. Friday 15 June 2018 at <strong>16.30 hrs</strong></th>
<th>exhibitors using the standard stand construction package</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Thursday 14 June 2018 at <strong>19.00 hrs</strong></td>
<td>exhibitors bringing/building their own stand</td>
</tr>
</tbody>
</table>

▶ Continued on next page.
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.

**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>
<tbody>
<tr>
<td></td>
<td>- <strong>In-line stands</strong> should have <strong>side and back walls</strong> measuring the full depth, width and height (2.50 m) of the rented stand space.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Head stands</strong> should have a <strong>back wall</strong> 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.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Corner stands</strong> must have <strong>two back walls</strong> over the full depth and height (2.50 m) of the stand.</td>
</tr>
<tr>
<td><strong>Pillars</strong></td>
<td>The pillars in the exhibition hall will be covered by stand construction walls. (please see the recent floor plan on the ESHG website: <a href="https://2018.eshg.org/index.php/exhibition">https://2018.eshg.org/index.php/exhibition</a>.)</td>
</tr>
<tr>
<td><strong>Objects in stands</strong></td>
<td>For <strong>objects higher than 2.50 m permission is required</strong> 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. If you intend to <strong>bring a display system</strong> (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.</td>
</tr>
<tr>
<td><strong>Displays in stands</strong></td>
<td>The exhibition hall has a spheroidal quartz floor. Aisles will be carpeted and carpet in the stands is mandatory.</td>
</tr>
<tr>
<td><strong>Floor material exhibition area</strong></td>
<td>All stand floors must be carpeted. <strong>Carpet for the standard stand construction stands is included in the package</strong> (go to page 22 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 A-booth if you wish to order any carpet.</td>
</tr>
<tr>
<td><strong>Max floor load</strong></td>
<td>5000 kg / m².</td>
</tr>
<tr>
<td><strong>Electricity</strong></td>
<td>Single phase 220V/50 Hz current up to 3 kW. Three-phase 380V/50 Hz current + neutral above 3 kW. Electricity connections mainly come from the columns located in the exhibition area. At some stand locations connections can come from the floor or ceiling. Also see important information and instructions on page 23, Section 3.</td>
</tr>
<tr>
<td><strong>Plugs, sockets and adapters</strong></td>
<td>Regular European plugs and sockets (Schuko) are used in Italy. Adapters (e.g. UK to European) can be ordered through the online portal of A-booth.</td>
</tr>
<tr>
<td><strong>Voltage transformers</strong></td>
<td>For <strong>equipment requiring 110/120V, a transformer is needed to connect to 220V/380V</strong>. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth. <strong>No on-site ordering of transformers.</strong></td>
</tr>
<tr>
<td><strong>Suspensions/ Rigging</strong></td>
<td>The height of the hall allows for suspensions and rigging in most areas. 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 <strong>before 29 March 2018</strong>. All costs involved in rigging/suspensions will be for the exhibitor. See also Section 6 with important regulations.</td>
</tr>
</tbody>
</table>
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 MiCo are taken into account.

Access to the Exhibition Hall during Build-up hours

A. Exhibitors using the package of standard stand construction
- **Access on Friday 15 June only.**
- Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
- Entrance during build-up for exhibitors on **Friday 15 June** is through GATES 2 and 17, in case of hand-carrying their materials. In case of unloading a car, access is through GATE 13.
- **Each vehicle** entering the delivery area (GATE 13) needs to have a **vehicle pass**, which has to be pre-ordered through the [online portal of MiCo](#), see page 25 (information and how to order).
- **MiCo Staff passes for build-up** are required for **all** persons (so also for exhibitors with an Exhibitor Conference or Exhibits Only badge) entering through GATE 13 during build-up (GATE 13 is for unloading cars). See pages 11, 19 and 25 for further details.
- Unloading and bringing in of exhibits to be finalised before 16.30 hrs on Friday 15 June.

B. Exhibitors bringing and building their own stand (design stand)
- **Access on Thursday 14 and Friday 15 June.**
- **On Thursday 14 June,** the usage of IPD (e.g. safety shoes, helmet etc.) is mandatory. Note: **Exhibitor staff** of design stands is allowed access to the exhibition hall from **16.00 – 19.00 hrs** on Thursday 14 June 2018, due to safety reasons. In case they need earlier access, also for exhibitor staff the usage of IPD is mandatory.
- Exhibitors who need to unload a car or truck: see “Delivery & Removal of Exhibits” below.
- Entrance during build-up for exhibitors on **Friday 15 June** is through GATES 2 and 17, in case of hand-carrying their materials. In case of unloading a car, the entrance goes through GATE 13.
- **Each vehicle** entering the delivery area (GATE 13) needs to have a **vehicle pass**, which has to be pre-ordered through the [online portal of MiCo](#), see page 25 (information and how to order).
- Stand materials should be brought in on Thursday 14 June, and **all construction works must be finished before 19.00 hrs on Thursday 14 June (strict).**
- **MiCo Staff passes for build-up** on Thursday 14 June are required for **all** persons (so also for exhibitors with an Exhibitor Conference or Exhibits Only badge). **On Friday 15 June** MiCo Staff passes are required for all persons entering through GATE 13 (mandatory for stand builders). Exhibitor staff, who do not have to unload a car, can enter through GATES 2 and 17 on Friday 15 June without MiCo passes. See pages 11, 19 and 25 for further details.
- Unloading and bringing in of exhibits should be finalised before 16.30 hrs on Friday 15 June.

Delivery & Removal of Exhibits to/from the Exhibition Hall
The delivery and removal of exhibition goods during build-up and break-down, has to go via GATE 13; the delivery area of MiCo; see delivery area access map on page 8. Please also see important regulations that apply during build-up and break-down in Section 6, pages 44-45.

The following instructions apply for the delivery and (un)loading of goods.
- Valverde is the official ESHG 2018 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 15.**
- **Vehicle passes** need to be pre-ordered through the online portal of MiCo to enter Gate 13 with a vehicle, as well as **MiCo staff passes** to enter the MiCo through GATE 13.

List of Exhibitors & Floor plan
For an updated list of exhibitors and the most recent floor plan please visit the conference website: [https://2018.eshg.org](https://2018.eshg.org), Exhibition page.

Stand Number & Final Stand Allocation
Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2018. 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, go to Section 6.

Rules & Regulations, Documents – MiCo
Each exhibitor is obliged to read these regulations carefully.

Liability
Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the MiCo and/or the city of Italy, 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.

See also important note on liability on page 45, Section 6.

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.).

Exhibitors will not be allowed inside Fiera Milano Congressi (MiCo) Exhibition Area without an adequate Insurance Cover. Please see page 25 for detailed instructions.

Theft Prevention - Security
Exhibitors who wish to order a security guard on the stand, please see page 25. 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
As per the Technical Regulations from (MiCo), exhibitors, their stand contractors and suppliers are liable for the proper disposal of waste products within the exhibition area assigned. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. During build-up on Friday 15 June waste containers will be placed in the Exhibition hall. Waste disposal service for design stands, needs to be ordered through the MiCo On-line portal.

Loading Bay Access Map

Gate Entrances
Build-up (Thursday 14 and Friday 15 June) & Break-down Day (Monday 18 June as of 17.45 hrs):
Gate 13 – located in Via Gattamelata: will be the dedicated entrance for exhibitors during building up and break-down days. Do not forget to pre-order the vehicle passes and MiCo staff passes to get access during build-up and break-down.
Schedule of Build-up Procedures

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Thursday 14 June</th>
<th>Friday 15 June</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 14 June.</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 14 June. 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 08.30 – 17.30</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>
| Aisles must be cleared of all goods, waste materials, empties etc.       | -                | 16.30 strict   | - Storage empties: Valverde (Section 4)  
- To order a storage in your standard stand construction stand, please order via the online portal of A-Booth |
| Aisles will be cleaned and carpeted                                      | -                | After 16.30     | Concerns the aisles in and around the exhibition areas.                                          |
| Collection of empties for storage by Valverde                           | 08.30 – 16.30    | Pre-order storage for your empties: Valverde, Section 4. |
| Ordered furniture brought to stands                                     | End of the day   |                |                                                                                                   |
| Rented media equipment brought to stands and installed                  | 09.00 – 16.00    | Position of ordered items will be defined with you at time of delivery by MiCo.                    |
| Internet access installation                                            | 09.00 – 16.00    | Position of ordered items will be defined with you at time of delivery by MiCo.                    |
| Ordered plants and flowers brought to stands                            | 09.00 – 16.00    | Plants and Flowers will be placed in the booth by MiCo.                                           |
| Stand floors and general cleaning of the exhibition stands and areas    | Evening          |                | Stand floor cleaning is included in your stand space fee, as well as daily cleaning on Saturday and Sunday evening. |

The Exhibition opens on Saturday 16 June 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 in the overview of deadlines on page 33, 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, contact Rose International.

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

- For VAT Reclaim see page 21 in this Section.

Services – Rose International

SERVICES - ROSE INTERNATIONAL
Deadline: 29 March 2018
Forms in this Manual, Section 5

1. Exhibitors manual 
2. Catalogue & Subject Index entry - Mandatory 
3. Badges (exhibitor conference and 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

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 Download
Make sure that your staff members and contractors/suppliers receive and read the entire manual, not just parts of it because they will miss crucial information causing your staff members serious on-site problems. The manual can be downloaded from the conference website, https://2018.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 not 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 8 March 2018. If your form has not reached us by this date, your listing will be limited to company name and stand number.

Badges

The following 2 types of badges are available for exhibitors:

A. Exhibitor Conference Badges, exclusive for exhibiting company staff
B. Exhibits Only Badges

Please see below for details, applicable fees and order process.

A. Exhibitor Conference Badges – Access to Exhibition & Scientific Sessions

Each Exhibiting Company receives the following number of free Exhibitor Conference badges (with access to the Scientific Sessions):

<table>
<thead>
<tr>
<th>Stand Size</th>
<th>Free Exhibitor Conference 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>

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 15 May 2018 to benefit from the reduced rate.

Exhibitor Conference badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Opening Networking event on Saturday 16 June (time schedule on page 4, Section 1). Exhibitor Conference badges include refreshments which are free for participants during the official breaks (printed in the final programme).

In addition to the free Exhibitor Conference badges (see above the free allowance) additional Exhibitor Conference Badges (full conference registration for exhibiting company staff) are available at a fee of EURO 225.00, if ordered before 15 May 2018. After this date the fee will be EURO 250.00. 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.

B. Exhibits ONLY Badges – Access to Exhibition ONLY

In addition, each exhibitor will receive 1 (one) free Exhibits ONLY Badge (valid for all three exhibition days). Additional Exhibits Only badges can be ordered at EURO 85.00 each, if ordered before 15 May 2018. For badges ordered after 15 May the fee will be EURO 95.00. Exhibits ONLY 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 EURO 95.00 each), 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.

► Continued on next page.
Important Information – Exhibitor Conference and Exhibits Only Badges

- Exhibitor Conference 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.
- 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 and signed for by one of the exhibitors’ staff members.
- Collection of badges at the Exhibition Service Desk of Rose International at the Balcony Level of the MiCo, South Wing (at the escalator down to the exhibition area).

Opening hours of the Exhibition Service Desk:
Friday 15 June 08.15 – 18.00 hrs (build-up)
Saturday 16 June 08.30 – 19.00 hrs
Sunday 17 June 08.30 – 18.15 hrs
Monday 18 June 08.30 – 20.30 (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, personal 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 Conference and Exhibits Only Badges

Exhibitors who lose, or forget to bring to the congress centre, their badge (Exhibitor Conference or Exhibits Only badge) will be able to buy an Exhibits Only badge at a fee of EURO 95.00 per badge, or an Exhibitor Conference Badge (for exhibiting company staff only) at a fee, i.e. EURO 250.00. Badge preparation on-site will cause a delay in accessing the exhibition and conference levels.

**Badges will not be re-issued, under any circumstances.**

Changes and Cancellations – Exhibitor Conference and Exhibits Only Badges

- Personal names for the badges may be changed free of charge before 1 June 2018.
- After 1 June (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://2018.eshg.org/index.php/myconference/registration/. Reduced rates available until 31 March 2018, after this date, until 1 May 2018, the regular rate is applied. After 1 May and on-site the late fee will apply. **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

MiCo Staff passes for build-up are required for all persons (so also for exhibitors with an Exhibitor Conference or Exhibits Only badge) working during build-up on Thursday 14 June and breakdown. On Friday 15 June MiCo staff passes are only necessary when arriving at the MiCo with a car at GATE 13. These passes need to be pre-ordered through the online portal of MiCo. In addition to these passes, all persons need to bring their identification, i.e. their official company badge or passport.

During build-up on Thursday 14 June 2018 (design stands only), the usage of IPD (e.g. safety shoes, helmet etc.) is mandatory for all staff of the stand builder accessing the exhibition hall. **Note:** exhibitor staff of design stands is allowed access to the exhibition hall from 16.00 – 19.00 hrs on Thursday 14 June 2018, due to safety reasons. In case they need earlier access, also for exhibitor staff the usage of IPD is mandatory. This rule does not apply on Friday 15 June 2018, since there will be no construction work taking place.

Payment Procedures **Mandatory - Form 1**

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

► Continued on next page.
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 29 May 2018. Orders which reach us after 29 May 2018, 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 2 kW + 2 sockets + consumption 2).
- Carpet: see colour catalogue via the on-line portal of A-booth 3).

All exhibitors, are obliged to read the ESHG 2018 Exhibitors’ Manual and sign Form 2 to confirm this. Form 2 should be returned to Rose International before 29 March 2018.

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 38.

2. In case more kW is needed or 24-continuous power: order on-line, see page 38 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 308 – Grigio - grey). For on-line ordering via A-booth see page 38.
**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 14 June (**no construction works allowed on Friday 15 June**). See detailed build-up schedule on page 10.
- 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 2 kW electricity connection + 2 sockets + consumption: more power and/or 24hr continuous power can be ordered on-line, see page 38 for details.

1. The **stand design** must reach Rose International for written **approval before 29 March 2018**.
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 6.
3. All exhibitors, as well as their stand contractors and other suppliers, are obliged to read the ESHG 2018 Exhibitors’ Manual and sign Form 2 to confirm this. Form 2 should be returned to Rose International before 29 March 2018.
4. **Important**: stand building and decorative materials need to be fireproof. Rose International will email you the **mandatory form (SICU)**, which needs to be returned to MiCo by all exhibitors building their own stand. Note: Original documentation has to be submitted to the MiCo Exhibitor’s Service on-site when the design stand is ready and before Friday 15 June 2018 17.00 hrs.

**Networking Evening**

Exhibitors who would like to join the Networking Evening on Monday 18 June, please order tickets using Form 3. For details on the event see the conference website: [https://2018.eshg.org/index.php/myconference/official-events](https://2018.eshg.org/index.php/myconference/official-events). Capacity is limited, so register early.

**Lunch Boxes**

Lunch boxes can be ordered by exhibitors for Saturday 16, Sunday 17, and Monday 18 June, use Form 3. **No on-site ordering of these lunch boxes**.

On Saturday 16, Sunday 17 and Monday 18 June 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 10).

**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 Italy (one company). The exhibitor will be charged for the co-exhibitor fee of EURO 750.00. This fee covers one exhibitor conference 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.
Services – A-booth (official stand contractor & supplier)

SERVICES – A-booth (official stand contractor & supplier)
Deadline: 24 May 2018

ON-LINE ORDERING at http://eshg.aboothmanual.nl

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

* 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.

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
Fax +31 (0)75 622 55 82
On-line portal http://eshg.aboothmanual.nl

Access to on-line portal A-booth
Exhibitors who signed up for the exhibition before 1 February 2018 receive an e-mail with password and username at the beginning of February 2018. Exhibitors who book their stand after 1 February 2018 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.

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 June 2018, 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 15 different colours. Please indicate via the on-line portal of A-booth the carpet colour for your stand. The default colour is 308 – Grigio - grey.

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

Exclusive supplier - On-line

- Each exhibitor is entitled to an electricity connection of 2 kW + 2 free sockets, including consumption (EURO 250.00, 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 in the exhibition hall on Monday 18 June at 18.00 hrs.

Electricity

Single phase 220V/50 Hz current up to 3 kW. Three-phase 380V/50 Hz current + neutral above 3 kW.

Electricity connections mainly come from the columns located in the exhibition area. At some stand locations connections can come from the floor or ceiling. Also see important information and instructions on page12, Section 3.

Plugs, sockets and adapters

Regular European plugs and sockets (Schuko) are used in Italy. Adapters (e.g. UK to European) can be ordered through the online portal of A-booth.

Voltage transformers

For equipment requiring 110/120V, a transformer is needed to connect to 220V/380V. 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

On-line

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

On-line

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 – Fiera Milano Congressi - MiCo (official supplier)

SERVICES – MiCo (official supplier)
Deadline: 4 June 2018

ON-LINE ORDERING at https://es.fieramilanocongressi.it

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Name  | Fiera Milano Congressi (MiCo)
Address| Piazzale Carlo Magno 1, IT 20149 Milano, Italy
Contact| MiCo Technical Assistance E-mail eshg2018@fieramilanocongressi.it
Telephone| +39 02 4997 6131 Fax +39 02 48010270
On-line Portal| https://es.fieramilanocongressi.it
Access to online portal MiCo
Each Exhibitor will receive a welcome e-mail with password and username, at the beginning of February 2018. Exhibitors who booked their stand after 1 February 2018 will receive their log in details within 2 weeks after the exhibitor received the official booking confirmation from Rose International. In case of any issues with your log in credentials please contact MiCo Staff Exhibitors Technical Assistance: eshg2018@fieramilanocongressi.it

Delivery of the services to the stand by MiCo
When ordering your services through the online portal of MiCo you will be asked to choose the time for the delivery on Friday 15 June since the exhibitor needs to be present at the stand when the service will be delivered. You can choose morning 9.00 – 12.30 or afternoon 13.00 – 18.00.

Payment Procedures
1. MiCo accepts bank and credit card payments. You will be asked, when ordering online, to choose the method of payment.
   Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly.
2. When placing your order, you can select the method of payment:
   a. Payment by credit card: you pay directly online and you will receive the order confirmation after the credit card payment, or
   b. By bank transfer: you will receive the order confirmation with all bank transfer details.
3. The invoice can be downloaded through the online portal (section “My Orders”) around 10/15 days after the payment has been received by MiCo.
4. In case you need an invoice before payment, please place this request (after you have placed your order) at eshg2018@fieramilanocongressi.it.
5. Cancellations: Cancellations received before/on 26 May 2018 are entitled to a complete refund. Cancellations received after May 26, 2018, are not entitled to any refund.
6. No surcharges apply for orders placed before 4 June 2018.
7. Orders between 5 June and 13 June 2018, are subject to a 10% surcharge.
8. On-site orders and orders received after 14 June are subject to a 20% surcharge.

IT Services
WiFi will be available free of charge in the exhibition hall, but continuous access cannot be guaranteed. If you need internet access on the stand for e.g. presentations, we advise you to order a dedicated line or WiFi with the MiCo. For information contact MiCo directly via eshg2018@fieramilanocongressi.it.

Note: Exhibitors are not allowed to use personal Hot-Spot Wi-Fi (Access Points, ad hoc networks, Tablet or Smartphone used as 3G/4G hot-spots) if a specific authorization has not been obtained from MiCo. Carefully read article 7.5 from the Technical Regulations of MiCo: https://www.micomilano.it/Downloads/Technical_Regulations_MiCo_english.pdf.

Audiovisuals
Use the MiCo on-line portal to order plasma screens, audio-visual and related equipment. For items not listed, please contact MiCo directly via eshg2018@fieramilanocongressi.it.

Flowers & Plants
Plants and flower arrangements can be ordered via the on-line portal of the MiCo. Flower and plant arrangements are rented so may not be taken by exhibitors at the end of the exhibition.

Computers
Computers can be ordered online with MiCo. For items not listed, please contact MiCo directly via eshg2018@fieramilanocongressi.it.

Fire Extinguishers
Fire extinguishers for the stand can be ordered via the online order website of MiCo. For stands larger than 50m² it is mandatory to install an approved fire extinguisher, as per the Technical Regulations of MiCo.

Water & Compressed Air Connections
For water and/or compressed air connections contact MiCo before ordering online to check if these can be installed at your stand location.
Stand Catering Services
For stand catering note the following:

- It is not allowed to serve drinks/food on your stand, or anywhere else in the MiCo, unless these are ordered from the official MiCo catering company (Compass Group).
- You can place your stand catering orders on-line via the MiCo on-line portal.

For information and questions regarding catering, you can contact the Compass Group directly: fabio.marralle@compass-group.it.

Temporary Staff – Stand Security & Hostesses On-line
A security guard on the stand (e.g. outside exhibition hours) can be ordered, as well as hostesses. Please order directly online. Note: Rose International will arrange general overnight security, but can never be held liable of any loss or damage of your materials, inside or outside your stand.

Hanging/Rigging Services On-line
After your design has been approved by Rose International (deadline for submitting design is 29 March 2018), you can order your rigging directly on-line with MiCo. Standard stand construction stands needing rigging need approval from Rose International for their suspended items.

MiCo Staff Badges during Build-up and Break-down Exclusive supplier – On-line
It is mandatory to order MiCo passes upfront for all exhibitors and their suppliers entering the delivery gate (GATE 13) on build-up and break-down days. Passes can be ordered online via MiCo.

Vehicle passes build-up and break-down Exclusive supplier – On-line
It is mandatory to order vehicle passes upfront for vehicles entering the delivery gate (GATE 13) on build-up and break-down days. Passes can be ordered online via MiCo.

Insurance Mandatory Form through On-line Portal
Neither the organizers nor Fiera Milano Congressi SpA, 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. Rose International does not provide insurance for exhibitors and their property.

It is MANDATORY that each exhibitor and, if applicable, his co-exhibitor are insured, according to the rules listed on the next page. Exhibitors will not be allowed inside Fiera Milano Congressi (MiCo) Exhibition Area without an adequate Insurance Cover.

RULES to be followed:
Each EXHIBITOR must complete the mandatory INS application Form (you can download this Form in the MiCo Online portal, in the section “Useful Documents”), as a declaration of value of the goods brought / used in the exhibition venue, and return it to the Fiera Milano Insurance Broker MARSH by e-mail: fiera.milano@marsh.com or by fax: +39 02 45402035.

Each EXHIBITOR and, if applicable, his CO-EXHIBITOR must be insured according to the following points:
1. Exhibitors can use their own policies, submitting the statements they can find at Art. 6.c of the insurance application Form, for the approval of Fiera Milano Insurance Broker (MARSH). These policies will be considered valid ONLY if they are “Property All Risks Policies” and contain a clause waiving the right to claim compensation from third parties, including Fiera Milano Congressi SpA, Fondazione Fiera Milano, Fiera Milano SpA, their affiliates, the Organisers of the Event and any third-parties in any way involved in the Organisation of the Event. Your own Insurance Policy must be submitted to the Insurance Broker (MARSH) within and not later than 30 days before the beginning of the Event (i.e. 11 May 2018). Moreover, exhibitors will have to submit their own declarations as per the Form INS indications.

Alternatively, the exhibitors can choose the following.
2. For those exhibitors who do not own an adequate Insurance Policy (see point 1), or do not own a policy at all, Fiera Milano Congressi will provide them with the insurance service at no costs. This service includes: All risks Cover up to EURO 25,000.00 and theft of personal properties. In this case, the exhibitor also has to return the completed INS form stating the declared value in this case.

Extra Cleaning Services Exclusive supplier – On-line
On Friday, Saturday and Sunday after the exhibition hall is closed, the stand floors will be vacuum cleaned and waste baskets will be emptied. This service is included in your stand space fee.

In case you need additional cleaning services and/or waste disposal, please order on-line.

Waste baskets for your stand can be ordered via Square, the furniture supplier, see Furniture page 26. Please put your basket on the edge of your stand on the aisle side at the close of each exhibition day.
Waste disposal

Exhibitors, their stand contractors and suppliers are liable for the proper disposal of waste products within the exhibition area assigned. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. Waste collection can be ordered through the MiCo Exhibitor Service Website.

Services – SQUARE

SERVICES – SQUARE (official supplier)
Deadline: 30 May 2018

ONLINE ORDERING at http://www.square-mobilier.com/eshg

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Name         SQUARE
Address 295 Impasse Louis Champin, Z.I. De L’abbaye FR- 38780 PONT-EVEQUE, France
Contact Caroline Thomas E-mail info@square-mobilier.com
Telephone +33 (0)4 7416 1620 Fax +33 (0)4 7416 0200
URL Link www.square-mobilier.com/eshg

Payment Procedures
1. Square accepts bank cheque, bank transfer and credit card payments (except Amex).
2. After placing your order, you will receive a confirmation by e-mail of the availability of the furniture.
3. To validate your order, payment can be done either:
   a. At the same time when you place your order in case of credit card payment only, or
   b. After receipt of the order confirmation, by bank transfer, credit card or cheque.
4. The invoice will be sent to you as soon as the payment has been received. In case you need the invoice earlier, please send an e-mail to: info@square-mobilier.com.
5. A 10% surcharge will be applied to orders received after 30 May 2018.

Furniture
The furniture catalogue can be found on-line: www.square-mobilier.com/eshg. Please place your furniture order directly on-line.

Services – CTI Meeting Technology (official supplier)

SERVICES – CTI MEETING TECHNOLOGY (official supplier)
Deadline: 18 May 2018

Form in this Manual, Section 5

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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
Telephone +43 (0)1 3196 9991 8 Fax +43 (0)1 3196 999 33
URL     http://ctimeetingtech.com

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 41-43.
Accommodation Services – MiCo dmc

SERVICES – ACCOMMODATION
Deadline: as soon as possible

ON-LINE ORDERING at https://2018.eshg.org/index.php/myconference/accommodation

1. Hotel Accommodation

---

Name       MiCo dmc
E-mail     ESHG2018.hotel@micodmc.it
Telephone  +39 02 87255050

Hotel Accommodation

Please book your hotel room at https://2018.eshg.org/index.php/myconference/accommodation. For group bookings (more than 5 rooms) please contact MiCo dmc at ESHG2018.hotel@micodmc.it.

Note: Be aware that you may be contacted by telephone by scam companies claiming to be the official ESHG 2018 accommodation providers. Neither the ESHG nor MiCo dmc will call you to solicit reservations.

You may also receive emails regarding housing, but note that the only official ESHG (2018) emails will come from an email address ending in "@eshg.org" or "@rose-international.com". Booking confirmations will be sent by "ESHG2018.hotel@micodmc.it".

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)

SERVICES – Valverde (official freight forwarder)
Deadline: see arrival deadlines on page 29, Section 4

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

---

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 32.

To ensure that your materials arrive in time at your stand at ESHG 2018, read all shipping information, and the deadlines, in Section 4. Also note important information on the services of Valverde on next page.

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 29).

Customs Clearance & Freight Forwarding

Section 4

Rose International has appointed Valverde as the official logistics supplier for ESHG 2018. Valverde offers a complete range of logistics services to guarantee smooth and safe build-up and break-down procedures.

► Continued on next page.
The use of forklift trucks and other motorized and lifting equipment in the exhibition hall 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 29 in Section 4, these are crucial.
- Do not send any goods directly to the MiCo; these will not be accepted.
- Courier shipments should be avoided. If courier shipment cannot be avoided, we advise to go through Valverde (see instructions in Section 4, page 30).
- Make sure that your company staff at the stand in Milan 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 Milan.*

These documents and contact details are needed if your goods have not arrived in Milan 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 15 June 2018.

**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. Neither may these be stored in an office in MiCo, in case you rented one of these rooms from Rose International. Contact Valverde for handling and storage of your empties. Remember that **aisles should be cleared of all empties etc. on Friday 15 June at 16.30 hrs.**
We are pleased to have the opportunity to inform you that Valverde is again the appointed freight agent for ESHG 2018 in Milan. This shipping manual will assist you in your preparation for the correct and timely dispatch of your exhibits to Milan. 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

Document pre-advice

Please pre-advice all shipments with copies of AWB, invoices, packing lists to: eshg@valverde.nl.

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

Build-up: 14th – 15th June 2018 (design stands construction works only on 14th June)
Exhibition dates: 16th – 18th June 2018
Breakdown: 18th June 2018 (17:45 – 20:00hrs (standard stands), 22:30 hrs (design stands))

Note: all freight not collected during breakdown on Monday 18 June between 18:30 and 22:30 hrs will be taken to Valverde warehouse in Amsterdam at the expense of the exhibitor.

Arrival deadlines and time schedule

Latest arrival date airfreight AMS airport 6 June 2018
Latest arrival road / courier shipments warehouse Amsterdam Airport 6 June 2018

Stand Construction Materials (Design Stands)

Stand construction materials for design stands (construction works on Thursday 14 June) can be delivered to MiCo after agreement on this with Valverde. Delivery to the stand location with fork lift or motorized equipment by Valverde only.
Contact Gert Veenstra of Valverde for further details.

Courier shipments

All courier shipments must be sent on conditions DDP service or freight prepaid up to arrival destination Schiphol-Rijk. As the exhibition hall is not a permanent warehouse, courier shipments sent directly to the MiCo will be refused.

How to consign your shipment

All exhibition goods despatched should be consigned as follows:

Airfreight

Consignee:
Valverde BV
Zekeringstraat 36B, 1014 BS Amsterdam, The Netherlands

Notify:
ESHG 2018
Exhibitor name + stand number
Warehouse (road/courier)

IAA c/o Valverde B.V.
Capronilaan 12-16, 1119 NR Schiphol-Rijk, The Netherlands

Notify:
ESHG 2018
Exhibitor name + stand number

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

Case Marking

All cases being sent to the exhibition must be marked as follows:

ESHG 2018 Milan
Name of exhibitor:
Stand number:
Case no: xx / xx

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.

Tariffs

Inbound and outbound 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.

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<tr>
<td>0 - 100 kgs.</td>
<td>160.00</td>
</tr>
<tr>
<td>101 - 300 kgs.</td>
<td>0.60</td>
</tr>
<tr>
<td>300 kgs. +</td>
<td>0.55</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.

(Un)loading of goods via warehouse to stand

Road freight shipments up to 50 kgs.  € 165,00
Airfreight and roadfreight 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 charged at 1M³ equals 500 kilo whichever is greater.

Storage of goods and packing

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost (€)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage cost per day, per m³</td>
<td>18,50</td>
</tr>
<tr>
<td>Handling and storage of packing materials, per m³ / min m³</td>
<td>50,00</td>
</tr>
</tbody>
</table>

Surcharges applicable when collected from or re-delivered to stand outside normal working hours.
**Customs clearance**

<table>
<thead>
<tr>
<th>Inbound:</th>
<th>Temporary import - per shipment</th>
<th>€ 195,-</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bond fee (1,5 % of the value) min.</td>
<td>€ 195,-</td>
</tr>
<tr>
<td></td>
<td>Permanent import - per shipment</td>
<td>€ 195,00</td>
</tr>
<tr>
<td></td>
<td>Advance of funds</td>
<td>15%</td>
</tr>
<tr>
<td>Outbound:</td>
<td>Export declaration - per shipment</td>
<td>€ 195,-</td>
</tr>
<tr>
<td></td>
<td>Bond fee (1 % of the value) min.</td>
<td>€ 195,-</td>
</tr>
</tbody>
</table>

Please contact us for high values.

**File and document fee**

Per shipment on inbound / outbound | € 45.00

**Additional charges – if applicable**

- Customs inspections – if any | € 225.00 – per inspection
- Courier charges for handover of import shipping documents | € 95.00 – per document
- Issuing of export documents for courier companies | € 75.00 – per document
- Extra charges for express deliveries | Charges upon request

**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 latest version. 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.
- No credit is given to any exhibitor. Therefore we advise you to use one of our preferred agents in your country. If your country is not listed please contact us and we will advise.
- Credit card transactions will be charged with a 5% surcharge on the total invoice amount.
- Our normal working hours are week days 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.
- If not indicated otherwise a surcharge of 3% advance of funds fee for all third party costs applies.
- If you are granted a credit our payment term of 10 days applies.
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

For all orders a quotation will be provided by Valverde before confirmation of the order.

Your order:

☐ Inbound handling of your goods
       Delivery Date___________, Time _________ (for design stands only,
goods for standard stands will be delivered on Friday morning, 15 June)

☐ 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

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 Contact for Information</th>
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<tbody>
<tr>
<td>Order form</td>
<td>4</td>
<td>32</td>
<td>Freight Forwarder services Information / contact: Section 4</td>
<td>asap</td>
<td>Highly Recommended</td>
<td>Valverde</td>
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<tr>
<td>On-line</td>
<td>3</td>
<td>27</td>
<td>Hotel Accommodation Information</td>
<td>asap</td>
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<td>MiCo dmc</td>
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<tr>
<td>Form by E-mail</td>
<td>3</td>
<td>18</td>
<td>Catalogue &amp; Subject Index Entry Information</td>
<td>1 March</td>
<td>Mandatory</td>
<td>Rose Int.</td>
</tr>
<tr>
<td>Form by E-mail</td>
<td>3</td>
<td>18-19</td>
<td>Badges Information &amp; Instructions</td>
<td>15 May</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 1</td>
<td>5</td>
<td>35</td>
<td>Payments to Rose International</td>
<td>29 March</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 2</td>
<td>5</td>
<td>36</td>
<td>Standard Stand Construction or Own/Design Stand</td>
<td>29 March</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 3</td>
<td>5</td>
<td>37</td>
<td>Networking Evening / Lunch Boxes</td>
<td>29 March</td>
<td></td>
<td>Rose Int.</td>
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<tr>
<td>On request</td>
<td>3</td>
<td>21</td>
<td>Co-exhibitor Information</td>
<td>-</td>
<td></td>
<td>Rose Int.</td>
</tr>
<tr>
<td>On request</td>
<td>3</td>
<td>21</td>
<td>VAT &amp; VAT Reclaim Information</td>
<td>-</td>
<td></td>
<td>Rose Int.</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>38</td>
<td>Carpet Colour</td>
<td>24 May</td>
<td></td>
<td>A-Booth</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>38</td>
<td>Company name on Fascia Board</td>
<td>24 May</td>
<td></td>
<td>A-Booth</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>38</td>
<td>Extra Stand Components</td>
<td>24 May</td>
<td></td>
<td>A-booth</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>38</td>
<td>Additional Electricity &amp; Connections</td>
<td>14 May</td>
<td></td>
<td>A-booth</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>38</td>
<td>Logo’s &amp; Graphics</td>
<td>24 May</td>
<td></td>
<td>A-booth</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>38</td>
<td>Stand Lay-out</td>
<td>24 May</td>
<td></td>
<td>A-booth</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>IT Services: Internet &amp; WIFI</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Audiovisuals</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Flowers &amp; Plants</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Computers</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Fire Extinguishers</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Stand Catering Services</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Temporary Staff – Hostesses &amp; Security</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Water &amp; Compressed air</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Hanging/Rigging Services (after approval by Rose International)</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Vehicle passes &amp; Staff passes build up/break down</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Extra Cleaning</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>39</td>
<td>Waste Collection</td>
<td>4 June</td>
<td>MiCo</td>
<td></td>
</tr>
<tr>
<td>On-line Form</td>
<td>5</td>
<td>39</td>
<td>Insurance</td>
<td>11 May</td>
<td>Mandatory</td>
<td>MiCo</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>40</td>
<td>Furniture</td>
<td>30 May</td>
<td>SQUARE</td>
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<tr>
<td>Form 4</td>
<td>5</td>
<td>41</td>
<td>Lead Retrieval System</td>
<td>18 May</td>
<td></td>
<td>CTI</td>
</tr>
</tbody>
</table>
PAYMENTS to ROSE INTERNATIONAL

Mandatory - FORM 1

ESH3 2018 – Milan, Italy, 16 – 19 June, 2018

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

Stand No:
Company:
VAT No:
Contact:
E-mail:
Tel:

RETURN with your order(s) before 29 March 2018
Mandatory for all exhibitors

• The undersigned will pay her/his orders with Rose International (please tick ✓ appropriate box below):
  ☐ by bank All bank costs to be paid by exhibitor
  ☐ by credit card 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 should be used to make the credit card payment.

FOR CREDIT CARD PAYMENTS ONLY:

Please write/print clearly name and e-mail of the person to whom the CREDIT CARD link should be sent to.

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

NAME:

E-MAIL ADDRESS:

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

Note: 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 29 March 2018 if you wish to pay by bank. Invoices which need to be re-issued incur an administration charge of EURO 50.00.

Date Signature + Company Stamp
I. Acknowledgement
By my signature at the end of this page I hereby certify that:
- I have completely read the ESHG 2018 Exhibitors’ Manual and the Technical Regulations from MiCo.
- I understand all rules and regulations as outlined in the ESHG 2018 Exhibitors’ Manual, including MiCo Technical Regulations, 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 2018 Exhibitors’ Manual, including those of MiCo.
- It is my responsibility to comply with all the local and European laws, and ESHG/Rose International 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 see page 38).

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.

☐ NO, we will build our own stand (a display system is not a (design) 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 29 March 2018 for their approval. See important guidelines and instructions for design stands on pages 13, 21 and 46.

2) Our stand contractor who will design and build the stand is:
Company name:
Contact:
Telephone: Fax:
Mobile Phone:
E-mail:
The undersigned would like to order tickets for the networking party and lunch boxes as indicated below.

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>QUANTITY</th>
<th>PRICE PER PERSON</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Networking Evening on Monday, 18 June</td>
<td></td>
<td>€ 55.00</td>
<td>€</td>
</tr>
<tr>
<td>COLD – Lunch box*, Saturday, 16 June</td>
<td></td>
<td>€ 15.00</td>
<td>€</td>
</tr>
<tr>
<td>Regular</td>
<td>Vegetarian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WARM – Lunch box*, Saturday, 16 June</td>
<td></td>
<td>€ 15.00</td>
<td>€</td>
</tr>
<tr>
<td>Regular</td>
<td>Vegetarian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COLD – Lunch box*, Sunday, 17 June</td>
<td></td>
<td>€ 15.00</td>
<td>€</td>
</tr>
<tr>
<td>Regular</td>
<td>Vegetarian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WARM – Lunch box*, Sunday, 17 June</td>
<td></td>
<td>€ 15.00</td>
<td>€</td>
</tr>
<tr>
<td>Regular</td>
<td>Vegetarian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COLD – Lunch box*, Monday, 18 June</td>
<td></td>
<td>€ 15.00</td>
<td>€</td>
</tr>
<tr>
<td>Regular</td>
<td>Vegetarian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WARM – Lunch box*, Monday, 18 June</td>
<td></td>
<td>€ 15.00</td>
<td>€</td>
</tr>
<tr>
<td>Regular</td>
<td>Vegetarian</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SUBTOTAL, excluding VAT €
ITALIAN VAT 10% €
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 10).

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

…………………………………………………………………………………………………………………………….. (First Name, Last Name)

Date: Signature + Company Stamp
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 24 May 2018
Additional electricity deadline is: 14 May 2018
Surcharge after 24 May 2018: 25%

For ordering the following services please go to: https://eshg.aboothmanual.nl

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

After 1 June 2018, cancellations cannot be accepted; 100% of the costs will be charged and payable.

* 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.

You will receive your log-in details via e-mail from the MiCo at the beginning of February 2018 or within 2 weeks after receipt of your official exhibit space booking confirmation from Rose International. In case of any problem with your log-in credentials please contact A-booth: frank@a-booth.nl.
MiCo SERVICES

ON-LINE ORDERING

ESHG 2018 – Milan, Italy, 16 – 19 June, 2018

Contact Details MiCo

<table>
<thead>
<tr>
<th>Name</th>
<th>MiCo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Piazzale Carlo Magno, 1 IT 20149 Milano, Italy</td>
</tr>
<tr>
<td>Contact</td>
<td>MiCo Technical Assistance</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:eshg2018@fieramilanocongressi.it">eshg2018@fieramilanocongressi.it</a></td>
</tr>
<tr>
<td>Telephone</td>
<td>+39 02 49 977 6131</td>
</tr>
</tbody>
</table>

ORDER BEFORE 4 June 2018

Surcharge after 4 June 2018: 10%
Surcharge as of 14 June & On-site: 20%

For ordering the following services please go to: https://es.fieramilanocongressi.it

<table>
<thead>
<tr>
<th>No.</th>
<th>Service Description</th>
<th>On-line</th>
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<tbody>
<tr>
<td>1.</td>
<td>Payment procedures</td>
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</tr>
<tr>
<td>2.</td>
<td>IT Services – Internet &amp; WIFI – exclusive supplier</td>
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</tr>
<tr>
<td>3.</td>
<td>Audiovisuals</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Flowers &amp; Plants</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Computers &amp; Peripherals</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Fire Extinguishers</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Stand Catering – exclusive supplier</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Temporary Staff – Stand Security &amp; Hostesses</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Water &amp; Compressed Air Connections – exclusive supplier</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Hanging/Rigging Services – exclusive supplier</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>MiCo Staff Passes for build-up and break-down – exclusive supplier</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Vehicle Passes for build-up and break-down – exclusive supplier</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Extra Cleaning - exclusive supplier</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Waste Collection – exclusive supplier</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Insurance (INS Form) – Mandatory for each exhibitor and co-exhibitor</td>
<td></td>
</tr>
</tbody>
</table>

After 26 May 2018, cancellations or changes cannot be accepted; 100% of the costs will be charged and payable.

On-line orders can be made until 14 June 2018. After this date orders can only be made on-site (based on availability) with a 20% surcharge, at the MiCo Exhibitor’s Desk and needs to be paid by credit card.

You will receive your log-in details via e-mail from the MiCo at the beginning of February 2018 or within 2 weeks after receipt of your official exhibit space booking confirmation from Rose International.

In case of any problem with your log-in credentials please contact MiCo: eshg2018@fieramilanocongressi.it.
## Contact Details SQUARE

<table>
<thead>
<tr>
<th>Name</th>
<th>SQUARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>295 Impasse Louis Champin, ZI Abbaye FR-38780 Pont-Évêque, France</td>
</tr>
<tr>
<td>Contact</td>
<td>Caroline Thomas</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:info@square-mobilier.com">info@square-mobilier.com</a></td>
</tr>
<tr>
<td>Telephone</td>
<td>+33 4 74 16 16 20</td>
</tr>
<tr>
<td>Fax</td>
<td>+33 4 74 16 02 00</td>
</tr>
</tbody>
</table>

### ORDER BEFORE 30 May 2018

*Surcharge after 30 May 2018 and on-site: 10%*

For ordering stand furniture please go to: [www.square-mobilier.com/eshg](http://www.square-mobilier.com/eshg)

---

After **6 June 2018**, cancellations or changes cannot be accepted; 100% of the costs will be charged and payable.

After 6 June 2018 orders can only be made on-site (based on availability) with a 10% surcharge at the Square Service Desk. Orders need to be paid directly by credit card (except Amex) or cash.
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 18 May 2018
Surcharge after 18 May 2018: € 100.00 / net

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

<table>
<thead>
<tr>
<th>Orders before 18 May 2018</th>
<th>Orders after 18 May 2018</th>
<th>Units</th>
<th>€ Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS booth system</td>
<td>€ 420.00 net</td>
<td></td>
<td>€ 520.00 net</td>
</tr>
<tr>
<td>iOS symposium system incl. staff *</td>
<td>€ 399.00 net</td>
<td></td>
<td>€ 499.00 net</td>
</tr>
<tr>
<td>Special Offer **</td>
<td>€ 1,149.00 net</td>
<td></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>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Terms of payment

☐ Credit card: ☐ VISA ☐ MASTERCARD ☐ AMEX

Name: ____________________________ Exp. Date: ____________________________

IBAN: AT 4432 000 000 08111304 / Swift: RLNWATWW

Herewith, I confirm the order of the above mentioned number of scanners and accept the General Terms and Conditions incl. cancellation regulations (see page 43).

Date: ____________________________ Signature + Company Stamp
**EventLead System**
The 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 18 May 2018) 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 41.
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 18 May 2018.

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 70 guests: 1 device
- Room for up to 175 guests: 2 devices
- Room for up to 300 guests: 2 devices

► Continued on next page.
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 41), in order to guarantee the availability as well as the early-bird rate prior to the deadline (18 May 2018).

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.

**GDPR Compliance**
During the registration process participants are actively asked if their data can be shared with exhibitors/sponsors in case they have their badge scanned during the conference.

**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 pro scanner), software and an unlimited number of scans.

- **Scanning**
  Scanning is only allowed on the booth or corporate satellite room.

- **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.
RULES & REGULATIONS Rose International – SECTION 6

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).

MiCo Technical Regulations (Mandatory)
- All stands (exhibitors, contractors and suppliers) are obliged to read the Technical Regulations of MiCo and to take appropriate actions. This document is available at the following url: https://www.micomilano.it/Downloads/Technical_Regulations_MiCo_english.pdf
- It is mandatory for all exhibitors to complete the INS Form. This form can be found in the online portal from MiCo in the section “Useful Documents” and is related to the insurance of exhibitors.

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 6

Exhibitors building their own stand must comply with the following additional regulations & 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 29 March 2018. Use Form 2 in Section 5, page 36.

- 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 extinguisher 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.

- Stand lights are compulsory.

- Each exhibitor receives a basic electricity connection of 2 kW + 2 sockets + consumption as part of their exhibit space package. See page 23 for how to order more power. Note: Non-Italian exhibitors that install the (additional) electrical systems themselves or make use of a Non-Italian Company will seek the co-operation of a qualified Italian Company at their own expense. For details see the Technical Regulations of MiCo.

- 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 29 March 2018 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 14 June before 19.00 hrs. No construction works whatsoever will be allowed on Friday 15 June, and all construction materials, tools, packaging etc. must be taken out of the exhibition hall before 19.00 hrs on Thursday 14 June.

- Stand contractors have to comply with Italian safety regulations as regards materials used for and in the stand. Fire resistance category for materials and stand fitting needs to be provided through the mandatory SICU form, available on the online portal of MiCo. The completed SICU form needs to be returned to MiCo by all exhibitors building their own stand. Note: Original documentation has to be submitted to the MiCo Exhibitor’s Service Desk on-site when the design stand is ready and before Friday 15 June 2018 at 17.00 hrs.

- Stands larger than 50m² must have a fire extinguisher on the stand (see Technical Regulations of MiCo). These can be ordered online via MiCo.

- For build-up and dismantling schedules: see Section 2, page 10 – 11. Remember to agree, in writing, with Rose International, on your construction works on Thursday 14 June 2018.

- During build-up on Thursday 14 June 2018, the usage of IPD (e.g. safety shoes, helmet etc) is mandatory for all staff of the stand builder accessing the exhibition hall. Note: exhibitor staff is allowed access to the exhibition hall from 16.00 – 19.00 hrs on Thursday 14 June 2018, due to safety reasons. In case they need earlier access, also for exhibitor staff the usage of IPD is mandatory.