European Human Genetics Conference

ESHG 2022

Exhibitors’ Manual

Vienna, Austria

11 – 14 June, 2022

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GENERAL INFORMATION

ESHG 2022 - Vienna, Austria, 11 - 14 June 2023

GENERAL INFORMATION – SECTION 1

Exhibition Organiser
For all exhibition related questions, please contact Rose International:

Name: Rose International
Exhibition Management & Congress Consultancy bv
Address: P.O. Box 93260
NL - 2509 AG The Hague, the Netherlands
Contacts: Flora van Laer
Krista Vink
Telephone: +31(0)70 383 89 01
Fax: +31(0)70 381 89 36
E-mail: flvanlaer@rose-international.com
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 2022 will be +43 676 319 9866.

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

Name: ESHG 2022 - c/o Vienna Medical Academy - VMA
Address: Alser Strasse 4
AT - 1090 Vienna, Austria
Contact: Oscar Pacheco
Telephone: +43 (0)1 405 13 83 39
Fax: +43 (0)1 407 82 47
E-mail: conference@eshg.org
URL: https://2022.eshg.org

Conference & Exhibition Location & Access
Venue: Austria Center Vienna (ACV)
Exhibition & Poster Area: Hall X5 & X4 & X3
Address: Bruno-Kreisky-Platz 1, 1220 Vienna, Austria
Entrance: Entrance 1 & Entrances Halls X5 & X4, please see map page 7
Telephone: +43 1 260690
URL: https://www.acv.at/en

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

Note: Do not send any shipments/materials to the ACV, they will not be accepted.
For delivery of goods, see page 25, Section 3 and pages 26-29, Section 4 (Freight Forwarding).

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

Note: exhibition open already on Saturday.

Saturday: 11 June 2022 - 09.30 - 18.30 hrs See note below
Sunday: 12 June 2022 - 09.30 - 17.15 hrs See note below
Monday: 13 June 2022 - 09.30 - 17.15 hrs See note below

• 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 8 and 9.
Conference Dates & Hours (Exhibition dates & hours: see previous page)

<table>
<thead>
<tr>
<th>Conference programme</th>
<th>Registration open</th>
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<td></td>
</tr>
<tr>
<td>08.00 - 20.00 hrs</td>
<td>14.00 - 19.00 hrs</td>
</tr>
<tr>
<td>14.00 - 16.00 hrs</td>
<td>07.30 - 20.15 hrs</td>
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<tr>
<td>Welcoming addresses,</td>
<td></td>
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<tr>
<td>followed by first plenary</td>
<td></td>
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<tr>
<td>session</td>
<td></td>
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<tr>
<td>Sunday 12 June 2022</td>
<td></td>
</tr>
<tr>
<td>20.00 - 21.30 hrs</td>
<td></td>
</tr>
<tr>
<td>ESHG Networking Mixer</td>
<td></td>
</tr>
<tr>
<td>Monday 13 June 2022</td>
<td></td>
</tr>
<tr>
<td>08.30 - 20.30 hrs</td>
<td>08.00 - 19.00 hrs</td>
</tr>
<tr>
<td>Tuesday 14 June 2022</td>
<td></td>
</tr>
<tr>
<td>09.00 - 16.00 hrs</td>
<td>08.30 - 14.00 hrs</td>
</tr>
<tr>
<td>Exhibition closed!</td>
<td></td>
</tr>
</tbody>
</table>


Opening Ceremony and Opening Networking Mixer

Exhibitors with an Exhibitor Conference badge are invited to the Welcoming Addresses on Saturday 11 June at 14.00. All Exhibitors are welcome to the Opening Networking Mixer at 20.00 hrs in the ACV exact location TBA (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 Hall X4 & Hall X3 from 11 – 13 June. Poster mounting, viewing and removal times are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>11 June 2022</td>
<td>09.30</td>
<td>18.30 hrs Poster mounting / viewing</td>
</tr>
<tr>
<td>Sunday</td>
<td>12 June 2022</td>
<td>09.30</td>
<td>17.15 hrs Poster viewing</td>
</tr>
<tr>
<td>Monday</td>
<td>13 June 2022</td>
<td>09.30</td>
<td>16.45 hrs Poster viewing</td>
</tr>
<tr>
<td>Monday</td>
<td>13 June 2022</td>
<td>16.45</td>
<td>17.15 hrs Poster removal</td>
</tr>
</tbody>
</table>

WiFi and Internet Connections

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

SSID (Name): ESHG2022
Password: eshg2022

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

Note: Exhibitors are only allowed to set up their own Wi-Fi in case they follow the special Technical Requirements for Exhibitor own Wifi Access Points. These technical requirements can be found on page 51, Section 6. Exhibitor Access Points, which have not been set up according to the technical requirements are not allowed and will be disabled. In case of any questions, please contact H82 medientechnik: office@h82.eu.

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’s free of charge for participants and exhibitors.

A Cash Bar will be open in Hall X4 (exhibition, posters, e-posters and live streaming) during opening hours 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 11, Sunday 12, and Monday 13 June. Go to page 35 in Section 5, for costs and how to order.

For stand catering, see page 24, Section 3. It is not allowed to serve drinks and food on your stand, or anywhere else in the ACV, unless these are ordered from Motto Catering (official catering company of the ACV).
Events during the Conference - Social and Commercial
The Annual Meetings Committee of the ESHG does not allow any company events during the conference (11 – 14 June), outside the time slots for corporate satellite meetings offered in the sponsor programme. Not in the ACV, neither in other locations in Vienna.

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 10 June (as of 18.00 hrs) and on Sunday evening 12 June (as of 21.00 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 2023.

Sponsor Programme and Advertising
ESHG 2022 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 ACV, pre- & post conference list mailings, sponsoring ESHG mobile app and many more.

All advertising (also in and around the ACV) and sponsoring for and during ESHG 2022 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 2022. Please note that it is NOT allowed to use the official ESHG 2022 Banner, as used on the conference website. A special ESHG 2022 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 2022 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 logo and/or ESHG 2022 banner, a print 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 2022 are advised to consult the guidelines and codes of practice applicable in Austria. By signing the relevant application form to participate in ESHG 2022, each company agrees to and confirms that it has reviewed the advice and guidelines which determine the applicable codes of practice in Austria 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).

Not allowed to advertise prescription drugs
Due to a EU Directive, the FSA-codex as well as the pharma codes, it is forbidden to advertise (show, offer or present) any prescription drugs at ESHG, since not all ESHG participants are MD’s (prescribers).

Green meeting
We aim at organising the meeting according to the criteria of the Austrian Ecolabel for Green Meetings. This includes higher energy efficiency, waste avoidance and environmentally benign travel of the guests to and from the conference. Also aspects of regional added value and social responsibility are taken into account. We ask all exhibitors and sponsors to support us in these efforts.

The exhibitor agrees to comply with the following provisions:

I. Catering – Stand catering:
Catering must be arranged solely with the exclusive caterer of the conference, in compliance with Green Meeting standards and is at the exhibitor’s own expense.
Food and drinks provided to visitors to the stand must not be offered using disposable tableware (tumblers, plates, cutlery etc.). Drinks must be served from reusable packs or bulk packs. The event’s exclusive caterer will provide you with a catering offer according to these regulations

II. Waste disposal
Waste at the stand must be separated and disposed according to the requirements covering the waste management scheme of the event. Waste management will be executed by the venue according to that scheme. Please note that there will be waste baskets in all the hallways and in the halls to separate the waste.
III. Giveaways
Giveaways that produce large amounts of waste or environmentally harmful waste, such as non-returnable beverage packages, products with batteries or accumulators, are prohibited.

IV. Miscellaneous
The materials which are used by the exhibitor and for which the exhibitor is responsible (racks, roll-ups, decoration, maybe floor covering) must be reusable and are reused.

COVID-19 Measures and Deadlines
Please note that measures may need to be put in place due to COVID-19. If applicable this will be communicated nearer the conference. Also please note that due to COVID-19 a lot has changed for physical conferences, also for our suppliers. Due to this a lot of the deadlines for service orders are earlier than in previous years. We ask you to pay special attention to all these deadlines and to place your orders on time. Not meeting the deadlines will cause problems for the delivery of your services, or in the worst case: no delivery of the service.

Literature and Give Aways – Free Literature Table
Distribution of literature and give-aways is not permitted outside the exhibitor’s stand (art. 3.6. of Rose International General Conditions). Any literature found outside exhibitors stands will be trashed. It is however allowed to display exhibitor's 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. Also please keep in mind that ESHG 2022 will be a green meeting.

Emergency Telephone Numbers
In case of an emergency (fire, medical, etc.) in the ACV please notify the staff at the Conference registration and/or Exhibition Service Desk. They will inform the supervisor of the ACV who will inform the emergencies if necessary.

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

Cash Dispenser
The location of the nearest cash dispenser is at main entrance (entrance 1) of the ACV.

Smoking
ESHG 2022 is a non-smoking conference. The ACV and Austrian law do not allow smoking in any parts of the building, this includes during build-up and break down days as well.

Currency
The currency in Austria is the 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 Vienna and Austria, please refer to the following websites: https://www.vienna.convention.at/en/ and https://www.acb.at/english/Start.

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

Parking Private Cars
Private cars can be parked in the parking garage below the ACV, see map on next page. You can find the parking tariffs on the website of ACV: https://www-api.acv.at/wp-content/uploads/2020/02/Parking-garage-tariffs.pdf. The parking garage is open 24 hours a day.

Parking Trucks
Trucks can be parked at "Westparkplatz" next to Gate 1. Note: full is full. See map on page 12.

How to get to the ACV
Wether you arrive by plane, train or car, please have a look at the following url on how to get to ACV: https://www.acv.at/en/visit/arriving/.
Map of the ACV

Please see the following url for the different maps of the ACV:
TECHNICAL INFORMATION – SECTION 2

Exhibition Service Desk – Badges Pick up
Exhibitors should check-in at the Exhibition Service Desk, located in the Foyer of Hall X4, upon their arrival at the ACV in order to pick up their Exhibitor Conference or Exhibits Only badge.

Exhibition Service Desk - Opening Hours

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Day</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build-up</td>
<td>Thursday</td>
<td>9 June</td>
<td>14.00 – 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 10 June 2022.</td>
</tr>
<tr>
<td>Build-up</td>
<td>Friday</td>
<td>10 June</td>
<td>08.00 – 18.00 hrs</td>
</tr>
<tr>
<td>Exhibition</td>
<td>Saturday</td>
<td>11 June</td>
<td>08.30 – 19.00 hrs</td>
</tr>
<tr>
<td>Exhibition</td>
<td>Sunday</td>
<td>12 June</td>
<td>09.00 – 18.00 hrs</td>
</tr>
<tr>
<td>Exhibition / Break-down</td>
<td>Monday</td>
<td>13 June</td>
<td>09.00 – 20.30 hrs</td>
</tr>
</tbody>
</table>

Exhibition Service Desk - Telephone Number
During opening hours of the Exhibition Service Desk from Friday 10 June – Monday 13 June, the following direct telephone line will be in operation: +43 676 319 9866. To reach Rose International on Thursday 9 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 2a in Section 5), because build-up and break-down times are limited.

A. Schedule for exhibitors using the standard stand construction package

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, 9 June</td>
<td>NO ACCESS for exhibitors who use the package of standard stand construction (Form 2a in Section 5)</td>
</tr>
<tr>
<td>Friday, 10 June</td>
<td>08.30 – 17.30 hrs Bring in and installation of exhibits.</td>
</tr>
<tr>
<td>Friday, 10 June</td>
<td>16.30 hrs Aisles must be clear and empty and packing materials taken for storage.</td>
</tr>
<tr>
<td>Friday, 10 June</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, 9 June</td>
<td>09.00 – 19.00 hrs Stand construction works by exhibitors and their stand contractors who bring and build their own stand (Form 2b, Section 5) and have a written agreement with Rose International about their construction works on Thursday 9 June 2022. All construction works must be finished on Thursday 9 June by 19.00 hrs, no construction works whatsoever allowed on Friday 10 June.</td>
</tr>
<tr>
<td>Friday, 10 June</td>
<td>08.30 – 17.30 hrs Bringing in and installation of exhibits inside the stand. No construction works whatsoever allowed (see Thursday).</td>
</tr>
<tr>
<td>Friday, 10 June</td>
<td>16.30 hrs Aisles must be clear and empty and packing materials taken for storage.</td>
</tr>
<tr>
<td>Friday, 10 June</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

There will be absolutely no access on Thursday for exhibitors of Group A (Standard stand). For Group B (Design stand) there will be only access if the exhibitor or his stand contractor has a written agreement with Rose International about their building up schedule on Thursday 9 June.

An over-all schedule of build-up procedures is given on page 14 (this Section).
Contractual working hours agreed with the ACV 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**

<table>
<thead>
<tr>
<th>Schedule for exhibitors <strong>using the standard stand construction package</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday, 13 June</strong></td>
</tr>
<tr>
<td>17.30 – 18.00 hrs</td>
</tr>
<tr>
<td>as of 18.00 hrs</td>
</tr>
<tr>
<td>18.15 – 20.00 hrs</td>
</tr>
<tr>
<td>19.00 hrs</td>
</tr>
<tr>
<td>20.00 hrs (strict)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Schedule for exhibitors <strong>bringing and building their own stand (design stand)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday, 13 June</strong></td>
</tr>
<tr>
<td>17.30 – 18.00 hrs</td>
</tr>
<tr>
<td>as of 18.00 hrs</td>
</tr>
<tr>
<td>18.15 – 22.30 hrs</td>
</tr>
<tr>
<td>22.30 hrs (strict)</td>
</tr>
</tbody>
</table>

**Important notes:**

- At 22.30 hrs on Monday 13 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.
- **Trucks** are not allowed to drive in Vienna City between 22.00 – 05.00 hrs. But trucks can drive directly from the ACV to the motorway (where this restriction does not apply) through the tunnel next to the ACV, circumventing this law.

**Occupation of Exhibit Space**

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

| **A.** Friday 10 June 2022 at **16.30 hrs** | exhibitors using the standard stand construction package |
| **B.** Thursday 9 June 2022 at **19.00 hrs** | exhibitors bringing/building their own stand |

Rose International may dispose of exhibitor’s stand space without notice or proof of default. The agreed fees remain due in full and the exhibitor is not entitled to any compensation.
## 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></th>
</tr>
</thead>
</table>
| Stand walls must be **2.50 m high exactly**, not lower, not higher, measured from the floor of the hall, not from e.g. a raised or technical floor.  
It is **not allowed to use the walls of neighbouring stands**, each stand must have its own walls, finished to the satisfaction of the organisers.  
- **In-line stands** should have **side and back walls** measuring the full depth, width and height (2.50 m) of the rented stand space.  
- **Head stands** should have a **back wall** covering the full width and height (2.50 m) of the stand. Partly closed side walls are advisable in order to hide e.g. the backside, and wires of spotlights, of a display system in the stand. Contact Rose International for advice.  
- **Corner stands** must have **two back walls** over the full depth and height (2.50 m) of the stand. |  |

<table>
<thead>
<tr>
<th>Objects in stands</th>
<th>Displays in stands</th>
</tr>
</thead>
</table>
| **For objects higher than 2.50 m permission is required** from Rose International. These higher objects should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls.  
If you intend to **bring a display system** (e.g. pop-up display) to put in your stand, please inform Rose International of the measurements (height x width in m) so we can check if the display will fit. For spotlights on your system: also see below, Plugs, sockets and adapters. |  |

<table>
<thead>
<tr>
<th>Floor material exhibition area</th>
<th>Flooring in stands</th>
</tr>
</thead>
</table>
| **X5 is a wooden floor - X4 is asphalt and a grey sealing on top.**  
**Aisles will be carpeted (red) and flooring in the stands is mandatory.** |  |

<table>
<thead>
<tr>
<th>Max floor load</th>
<th>Electricity</th>
</tr>
</thead>
</table>
| **500 kg / m². In case of any doubts with regards to your materials being too heavy, please contact Rose International!** | **Electricity connection 16A/230 V current up to 3KW. Three-phase 16A/400V above 3kw.**  
**Electricity connections come from the floor.**  
**Also see important information and instructions on page 21, Section 3.** |

<table>
<thead>
<tr>
<th>Plugs, sockets and adapters</th>
<th>Voltage transformers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regular European plugs and sockets (Schuko) are used in Austria. Adapters (e.g. UK to European) can be ordered through the online portal of A-booth.</strong></td>
<td><strong>For equipment requiring 110/120V, a transformer is needed to connect to 230V/400V.</strong> Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth, please contact them directly, see details page 21. <strong>No on-site</strong> ordering of transformers.</td>
</tr>
</tbody>
</table>

| Suspensions/ rigging |  |
|---------------------|  |
| **The height of Hall X5 & Hall X4 allows for suspensions and rigging in most places. Please contact Rose International well in advance if you have any plans for suspensions over your stand. These need careful planning (build-up time is limited!) and the approval of Rose International before 1 April 2022.** All costs involved in rigging/suspensions will be for the exhibitor. See also Section 6 with important regulations. |  |
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 ACV are taken into account.

Access to the Exhibition Hall during Build-up hours

<table>
<thead>
<tr>
<th>A. Exhibitors using the package of standard stand construction</th>
</tr>
</thead>
<tbody>
<tr>
<td>- <strong>Access on Friday 10 June only.</strong></td>
</tr>
<tr>
<td>- Exhibitors who need to <strong>unload a car or truck</strong>: see “Delivery &amp; Removal of Exhibits” below.</td>
</tr>
<tr>
<td>- Entrance during build-up for exhibitors on <strong>Friday 10 June</strong> is the entrance of the Foyer of Hall X4 in case of hand-carrying their materials.</td>
</tr>
<tr>
<td>- <strong>Badges (Exhibitor Conference, Exhibits ONLY or Worker badge)</strong> are required for all persons entering the exhibition hall. Please see pages 16 and 17, for further information.</td>
</tr>
<tr>
<td>- Unloading and bringing in of exhibits to be finalised before 16.30 hrs on Friday 10 June.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Exhibitors bringing and building their own stand (design stand)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- <strong>Access on Thursday 9 and Friday 10 June.</strong></td>
</tr>
<tr>
<td>- Exhibitors who need to <strong>unload a car or truck</strong>: see “Delivery &amp; Removal of Exhibits” below.</td>
</tr>
<tr>
<td>- Entrance during build-up for exhibitors on Thursday 9 June &amp; Friday 10 June is the entrance of the Foyer of Hall X4 in case of hand-carrying their materials.</td>
</tr>
<tr>
<td>- Stand materials should be brought in on Thursday 10 June, and all construction works must be finished before 19.00 hrs on Thursday 9 June (strict).</td>
</tr>
<tr>
<td>- <strong>Badges (Exhibitor Conference, Exhibits ONLY or Worker badge)</strong> are required for all persons entering the exhibition hall on Friday 10 June. Please see pages 16 and 17, for further information.</td>
</tr>
<tr>
<td>- Unloading and bringing in of exhibits should be finalised before 16.30 hrs on Friday 10 June.</td>
</tr>
</tbody>
</table>

Delivery & Removal of Exhibits to/from the Exhibition Hall (unloading/loading car/truck)

The delivery and removal of exhibition goods (non-hand carrying) during build-up and break-down, go through GATE 1 (IML office). See map on next page. All cars and trucks need to sign in at GATE 1, IML Office, first. At GATE 1 further instructions will follow about how to access the delivery area's of Hall X5 and Hall X4. Note: No access without a pre-ordered time slot. Please also see important regulations that apply during build-up and break-down in Section 6, pages 47 - 50.

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

- Valverde is the official ESHG 2022 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.
- For access to GATE 1: After entering the “Leonard-Bernstein-Strasse” continue to the end of the tunnel and turn right at the sign for “Saturn Tower” in front of a height barrier of 2.20 m. You will then come to a goods vehicle parking area and the sign for the IML office (Tor 1/Gate 1). Please see map on next page.
- **IMPORTANT: For each vehicle (truck or car) entering the loading area (for both unloading and loading) a time slot needs to be pre-ordered** with the official Freight Forwarder Valverde, see page 26 for contact details. No access without a reserved time slot!
- **NOTE:** Trucks are not allowed to drive in Vienna City between 22.00 – 05.00 hrs. But trucks can drive directly from the ACV to the highway (where this restriction does not apply) through the tunnel next to the ACV.

Continued on next page
List of Exhibitors & Floor plan
For an updated list of exhibitors and the most recent floor plan please visit the conference website: https://2022.eshg.org/exhibition/.

Stand Number & Final Stand Allocation
Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2022. 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 – Fire Regulations ACV
For the Fire Regulations of the ACV, please log in to the A-booth portal, see page 20.

Liability
Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the ACV and/or the city of Vienna, 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 10 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 48, Section 6.
Insurance

All 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. And please make sure your your staff is well insured (liability, health etc.).

Theft Prevention - Security

Exhibitors who wish to order a security guard on the stand, please see page 19. 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 & Environmental Regulations

Exhibitors, their stand contractors and suppliers are obliged to dispose their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. During Build-Up & Breakdown small waste containers will be available in the Exhibition Hall for the disposal of waste. Design stands will need to order waste containers with A-booth in case they do not take out their own waste, see page 21.
## Schedule of Build-up Procedures

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Thursday 9 June</th>
<th>Friday 10 June</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bringing in of <strong>stand</strong> materials/shipments for <strong>exhibitors building their own stand (design stand)</strong></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 9 June.</td>
</tr>
<tr>
<td><strong>Exhibitors bringing/building their own stand (design stand)</strong></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 9 June. <strong>All construction works should be finished on Thursday at 19.00 hrs.</strong></td>
</tr>
<tr>
<td>Bringing in and installation of exhibits by exhibitors using the package of standard construction</td>
<td>No Access on Thursday!</td>
<td>08.30 – 17.30</td>
<td></td>
</tr>
</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 | Ordered items will be placed in the stand by Party Rent. |
| Rented media equipment brought to stands and installed | | 9:00 – 16:00 | Ordered items will be placed in the stand by AVPro. |
| Internet access installation | | | Ordered internet line already in stand. |
| Ordered plants and flowers brought to stands | | 09.00 – 17.30 | Plants and Flowers will be placed in the stand by Toifl Blumen |
| 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 on Saturday and Sunday evening. |

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**The Exhibition opens on Saturday 11 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 31. Orders received after deadlines, and on-site, will cause delays in your building-up procedures and incur surcharges as specified on each order form or the different online portals.
- 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 19 in this Section.

Services – Rose International

SERVICES - ROSE INTERNATIONAL
Deadline: see below in table
Forms in this Manual, Section 5

<table>
<thead>
<tr>
<th>Services</th>
<th>Deadline</th>
<th>How to order</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Exhibitors Manual</td>
<td></td>
<td>Download</td>
</tr>
<tr>
<td>2. Catalogue &amp; Subject Index entry – Mandatory</td>
<td>1 March 2022</td>
<td>Form by e-mail</td>
</tr>
<tr>
<td>3. Badges (Exhibitor Conference and Exhibits Only) – Mandatory</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>4. Payment Procedures – Mandatory</td>
<td>6 May 2022</td>
<td>Form 1</td>
</tr>
<tr>
<td>5. Standard Stand Construction – Mandatory</td>
<td>1 April 2022</td>
<td>Form 2a</td>
</tr>
<tr>
<td>6. Design Stand – Mandatory</td>
<td>1 April 2022</td>
<td>Form 2b</td>
</tr>
<tr>
<td>7. Networking Evening &amp; Lunch Boxes</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>8. Co-exhibitor on the Stand</td>
<td></td>
<td>On request</td>
</tr>
<tr>
<td>9. Temporary Staff – Stand Security &amp; Hostesses</td>
<td></td>
<td>On request</td>
</tr>
<tr>
<td>10. Water &amp; Compressed Air Connections</td>
<td></td>
<td>On request</td>
</tr>
<tr>
<td>11. Extra Stand Cleaning</td>
<td></td>
<td>On request</td>
</tr>
<tr>
<td>12. VAT &amp; VAT Reclaim</td>
<td></td>
<td>On request</td>
</tr>
</tbody>
</table>

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
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://2022.eshg.org/exhibition/.

Catalogue & Subject Index Entry

Exhibitors are entitled to company and product information in the exhibition catalogue as well as in the ESHG 2022 App. In addition the ESHG 2022 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 1 March 2022. 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>

NOTE: Due to a new registration system, the badge order process will most likely change. More information about the badge-order process will follow per e-mail at a later stage.

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 11 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 270.00, if ordered before the early deadline (date to be determined). After this date the fee will be EURO 295.00. Exhibitor Conference Badges are available exclusively for exhibiting company staff.

B. Exhibits ONLY Badges – Access to Exhibition ONLY

In addition, each exhibiting company will receive 1 (one) free Exhibits ONLY Badge (valid for all three exhibition days). Additional Exhibits Only Badges can be ordered at EURO 95.00 each, if ordered before the early deadline (date to be determined). For badges ordered after this date the fee will be EURO 105.00. Exhibits ONLY Badges give access to the exhibition area and corporate satellites, not to scientific sessions, and include refreshments available free of charge to participants.

NOTE: as per above, more information about the badge-order process will follow per e-mail.
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 105.00 each). More information about the badge-order process on-site will follow per e-mail.

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.
- Information about picking up badges will also follow at a later stage via e-mail.
- All badges will have a QR code which can be scanned by exhibitors and/or corporate satellite organisers (after approval of the badge holder). The QR code 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 105.00 per badge, or an Exhibitor Conference Badge (for exhibiting company staff only) at a fee, i.e. EURO 295.00. Badge preparation on-site will cause a delay in accessing the exhibition and conference levels. **Badges will not be re-issued, under any circumstances.**

Cancellations & Changes – Exhibitor Conference and Exhibits Only Badges
- Cancelled badges will not be refunded at any time and remain payable in full.
- The process for badge changes will be communicated together with the badge order process via e-mail.

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://2022.eshg.org/myconference/registration/. Information and rates will be available on the ESHG 2022 Conference website by the end of January. Early fee deadline for ordering Conference registrations: 19 April 2022, Regular fee deadline: 22 May 2022, Late fee deadline: as of 23 May 2022. **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
**Rose worker badges for build-up** are required for all persons (not for exhibitors who have an Exhibitor Conference or Exhibits Only Badge) working during build-up on Friday 10 June and breakdown. These badges can be picked up on site at the Rose International Exhibition Service Desk. On Thursday 9 June worker badges are not required for the building team members of design stands. But the worker badges are required for them on Friday 10 June. They can pick up the worker badges already on Thursday 9 June between 14.00 – 19.30 hrs at the Exhibition Service Desk of Rose International at the Foyer of Hall X4.

Payment Procedures

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Exhibitors receive an invoice, with specified VAT if applicable, for all their orders. The invoice will show the amount due in EURO.</td>
</tr>
<tr>
<td>2.</td>
<td>Orders received up to 6 May 2022 may be paid by bank transfer or by credit card (see further information on Form 1, Payments to Rose International).</td>
</tr>
<tr>
<td>3.</td>
<td>Orders received between 6 May and 27 May and on-site will be charged at the applicable late fees and should be paid by credit card (surcharge for credit card payment applies).</td>
</tr>
<tr>
<td>4.</td>
<td>After 27 May 2022 no more pre-ordering of services only on-site orders for badges.</td>
</tr>
<tr>
<td>5.</td>
<td>In case a PO/reference number is needed on your invoice, please fill in this number on Form 1. 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.</td>
</tr>
<tr>
<td>6.</td>
<td>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).</td>
</tr>
<tr>
<td>7.</td>
<td>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.</td>
</tr>
<tr>
<td>8.</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Mandatory - Form 1**

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**EXHIBITION SERVICES & SUPPLIERS**

ESHG 2022 - Vienna, Austria, 11 - 14 June 2022
Standard Stand Construction or Design (own) Stand

Each exhibitor needs to fill in either Form 2a or 2b, see instructions below.

A. Companies using the standard stand construction package – Form 2a

If you are using the package of standard stand construction (included in the exhibit space fee) please read, sign and return Form 2a. All exhibitors are obliged to read the ESHG 2022 Exhibitors’ Manual and sign Form 2a to confirm this.

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-booth³).

Form 2a should be returned to Rose International before 1 April 2022.

1. Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. For instructions how to log in on the A-booth portal see page 36.
2. In case more kW is needed or 24-hour continuous power: order on-line with A-booth, see page 36 for details.
3. Mark the carpet colour you wish to have in your stand also on-line via the A-booth portal (default colour is 208 Dunkelgrau). Note: Carpet in the aisles is red. For on-line ordering via A-booth see page 36. NOTE: Deadline for choosing your colour carpet is 1 May 2022. If you have not chosen the colour by this date you will get the default colour 208 Dunkelgrau.

B. Companies building their own stand (Design stand) – Form 2b

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) please fill out and return Form 2b.
- The exhibitor, or his stand contractor, should agree with Rose International on construction works to be carried out on Thursday 9 June (no construction works allowed on Friday 10 June). See detailed build-up schedule on pages 8 - 9.
- 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 24-hour continuous power can be ordered on-line with A-booth, see page 36 for details.

1. All exhibitors, as well as their stand contractors and other suppliers, are obliged to read the ESHG 2022 Exhibitors’ Manual and sign Form 2b to confirm this. Form 2b should be returned to Rose International before 1 April 2022.
2. The stand design must reach Rose International for written approval before 1 April 2022.
3. 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. Do not forget to include the suspensions, if any, in the design. Further important instructions: see Section 6.
### Networking Evening

**How to order - To be determined**

Exhibitors can join the Networking Evening on Monday 13 June by ordering tickets. More information and how to order these tickets will follow at a later stage via e-mail. For details on the event see the conference website: [https://2022.eshg.org/myconference/official-events/](https://2022.eshg.org/myconference/official-events/).

### Lunch Boxes

**How to order - To be determined**

Lunch boxes can be ordered by exhibitors for Saturday 11, Sunday 12, and Monday 13 June. Prices and information on how to order can be found on page 35, section 5.

**No on-site ordering of these lunch boxes. Note: no exchange of the actual vouchers on-site, e.g. change the warm lunch voucher for a cold lunch voucher.**

On Saturday 11, Sunday 12 and Monday 13 June the ordered lunch boxes will be available at the coffee terraces in the Exhibition during the lunch break.

### Tickets Pick-up – Networking Evening & Lunch Boxes

**Information - will follow**

Information on when and where to pick-up your Networking Evening and Lunch Boxes tickets will follow at a later stage via e-mail. **Note:** Lost or forgotten tickets cannot be replaced or refunded.

### Co-exhibitor on the Stand

**ON REQUEST**

Exhibitors may share the stand with their official local distributor/agent for Austria (one company). The exhibitor will be charged for the co-exhibitor fee of EURO 800.00. 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.

### Temporary Staff – Stand Security & Hostesses

**ON REQUEST**

For a security guard and/or hostess on the stand, please contact Rose International. **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.

### Water & Compressed Air Connections

**ON REQUEST**

For water connection (**Note:** not available for all stand locations) at your stand, please contact Rose International. Please note that compressed air connections are not available in Hall X5.

### Extra Stand Cleaning Services

**ON REQUEST**

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, please contact Rose International. **Note:** ACV is the exclusive supplier for cleaning services.

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

### VAT & VAT Reclalm

**ON REQUEST**

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.
EXHIBITION SERVICES & SUPPLIERS
ESHG 2022 - Vienna, Austria, 11-14 June 2022

Services – A-booth (official stand contractor & supplier)

<table>
<thead>
<tr>
<th>SERVICES – A-booth (official stand contractor &amp; supplier)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline: 6 May 2022</td>
</tr>
<tr>
<td>Surcharge after for orders after 6 May 2022: 25%</td>
</tr>
<tr>
<td>Carpet colour deadline: 1 May 2022</td>
</tr>
</tbody>
</table>

**ON-LINE ORDERING at** [http://ESHG2022.a-booth.nl](http://ESHG2022.a-booth.nl)

1. Payment Procedures                                      On-line
2. Carpet Colour                                            On-line
3. Company Name on Fascia Board – exclusive supplier       On-line
4. Extra Stand Components – exclusive supplier              On-line
5. Additional Electricity Connections & Supplies – exclusive supplier On-line
6. Logo’s & Graphics*                                       On-line
7. Stand Lay-out                                            On-line
8. Waste Collection – exclusive supplier                    On-line
9. Rigging Services – exclusive supplier                    On-line

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

**Name**
A-booth exhibition services

**Address**
Skoon 37, NL-1511 HV Oostzaan, the Netherlands

**Contact**
Jaap-Kees Snoeij
E-mail: Jaap-kees@a-booth.nl
Telephone: +31 (0)75 622 55 81
Fax: +31 (0)75 622 55 82

**On-line portal**
ESHG2022.a-booth.nl

**Access to on-line portal A-booth**
Exhibitors who signed up for the exhibition before 1 February 2022 receive an e-mail with password and username at the beginning of February 2022. Exhibitors who book their stand after 1 February 2022 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: Jaap-kees@a-booth.nl.

The on-line portal closes on 1 June 2022, for orders or changes after this date please contact A-booth directly.

**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. 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. Cancellation Procedure:
   - After 12 May 2022: 30% cancellation fee will be charged and is payable.
   - After 2 June 2022: 70% cancellation fee will be charged and is payable.
   - After 8 June 2022 and on-site: 100% cancellation fee will be charged and is payable.

**Carpet Colour**
Carpet is included in the standard stand construction package. Exhibitors can choose from 10 different colours. Please indicate via the on-line portal of A-booth the carpet colour for your stand. The default colour is 208 Dunkelgrau. The colour of the carpet in the aisles is red. **NOTE:** Deadline for choosing your colour carpet is 1 May 2022. If you have not chosen the colour by this date you will get the default colour 208 Dunkelgrau.
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.

**Note:** in case you ordered a co-exhibitor do not forget to enter their company name which also will be printed on the fascia board (max. 20 characters).

Extra Stand Components

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

Electricity Connections & Supplies

- Each exhibitor is entitled to an electricity connection of 2 kW + 2 free sockets, including consumption (EURO 285.00, 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.

Electricity

Electricity connection 16A/230 V current up to 3KW. Three-phase 16A/400V above 3kw. Electricity connections come from the floor.

Plugs, sockets and adapters

Regular European plugs and sockets (Schuko) are used in Austria. 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 230V/400V. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth, please contact them directly, see details page 20. **No on-site ordering of transformers.**

Logo’s & Graphics

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

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

Stand Lay-Out

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

Waste disposal

Exhibitors, their stand contractors and suppliers are obliged to dispose their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. During Build-Up & Breakdown small waste containers will be available in the Exhibition Hall for the disposal of waste. Design stands will need to order waste containers with A-booth in case they do not take out their own waste.

Rigging Services

After your design, including all suspensions, has been approved by Rose International (deadline for submitting design is 1 April 2022), you can order your rigging directly with A-booth through their online portal.

Stands with standard stand construction needing rigging, also first need the approval from Rose International for their suspended items, before they can order with A-booth.
Services – AV- Professional (Audio Visual Equipment)

SERVICES – Audio Visual Equipment – AV- Professional
Deadline: 6 May 2022
Surcharge after 6 May 2022 and on-site orders may apply depending on availability

<table>
<thead>
<tr>
<th>Name</th>
<th>AV-Professional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Brunner Strasse 63/23, 1230 Wien, Austria</td>
</tr>
<tr>
<td>Contact</td>
<td>Robert Ranzinger</td>
</tr>
<tr>
<td>Telephone</td>
<td>+43 1 252 10</td>
</tr>
</tbody>
</table>

Audio Visual Equipment
Use order Form 3 to order plasma screens, notebooks and related equipment. For items not listed, please contact AV-Professional directly, see contact details above.

Services – H82 medientechnik (exclusive supplier)

SERVICES – Network & Internet – H82 medientechnik (exclusive supplier)
Deadline: 6 May 2022

<table>
<thead>
<tr>
<th>Name</th>
<th>H82 medientechnik Gmbh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Donau-City-Strasse 1, 1220 Wien, Austria</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:office@h82.at">office@h82.at</a></td>
</tr>
<tr>
<td>Telephone</td>
<td>+43(0)1 494 15 44</td>
</tr>
</tbody>
</table>

Network & Internet
WiFi will be available free of charge in all Halls and meeting-/session rooms, 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 with H82.

Note: Exhibitors are only allowed to set up their own Wi-Fi in case they follow the special “Technical Requirements for Exhibitor own Wifi Access Points”. These technical requirements can be found on page 51, Section 6. Exhibitor Access Points, which have not been set up according the technical requirements are not allowed and will be disabled. In case of any questions, please contact H82 medientechnik directly.

Services – TOIFL Blumen (Flowers & Plants)

SERVICES – Flowers & Plants – TOIFL Blumen
Deadline: 1 June 2022
Surcharge after 1 June 2022 and on-site orders: 20%

<table>
<thead>
<tr>
<th>Name</th>
<th>TOIFL Blumen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Feldgasse 14, 2485 Wimpassing, Austria</td>
</tr>
<tr>
<td>Contact</td>
<td><a href="mailto:info@toiflblumen.at">info@toiflblumen.at</a></td>
</tr>
<tr>
<td>Telephone</td>
<td>+43 (0)1 2623 73375</td>
</tr>
</tbody>
</table>

Continued on next page
Flowers & Plants

Plants and flower arrangements can be ordered with Toifl Blumen. On page 41 and 42 you will find the catalogue with a selection of flower arrangements and plants for rent. For ordering please use Form 5. Plants are rented so may not be taken by exhibitors at the end of the exhibition. As for the flower arrangements, the flowers may be taken at the end of the exhibition the vase is rented so needs to stay at the stand where it will be collected during break-down.

Services – JMarquardt Vienna GmbH (official supplier)

SERVICES – Lead Retrieval System - JMarquardt Vienna GmbH (official supplier)
Deadline: 6 May 2022
Form in this Manual, Section 5

Name: JMarquardt Vienna GmbH
Address: Porzellantargasse 45/39, 1090 Vienna, Austria
Contact: JMV Office, Vienna
E-mail: leads@jmarquardt.com

Lead Retrieval System
Scan the visitors’ QR codes with your own iOS devices or premium rentals. Lion Leads Booth License and rentals are available from JMarquardt Vienna GmbH. Detailed information and Form 6 may be found in Section 5, pages 44-46.

Services – Party Rent Österreich (Furniture)

SERVICES – Furniture - Party Rent Österreich (official supplier)
Deadline: 6 May 2022
ONLINE ORDERING at: http://www.fairrent.com
(See order procedure below)

Name: Party Rent Österreich
Address: Bruner Strasse 77-79, 1230 Wien
Contact: Michael Wührer
E-mail: michael.wuehrer@partyrent.com
Telephone: +43 7247 21021 32

Furniture on-line order process
The furniture catalogue can be found on-line as of 1 February 2022: http://www.fairrent.com
Please select in the field “Choose your fair” the following exhibition: "European Human Genetics Conference - 11th - 14th of June 2022”. The exhibitors do not need a log in to order.
After selecting your furniture and placing your order, Party Rent will process your order checking availability. Note: orders placed between 1 February and 1 April will be confirmed as of 1 April 2022. The exhibitor will receive an order confirmation including the payment terms. For orders placed after 1 April, an order confirmation will be sent within 48 hours. Payment can be made only by bank transfer and should be done at least one week before build-up.
Note: Cash payments only for On-site orders.

Continued on next page
Payment Procedures
1. Party Rent Österreich accepts only bank transfer.
2. After placing your order, you will receive a first offer by e-mail within 48 hours stating the availability of the furniture and to check the details for accuracy.
3. Upon your written confirmation to validate your order, you will receive the order confirmation.
4. Payment must be done at least one week before delivery by bank transfer.
5. The original invoice will be sent to you one day after the delivery. In case you need an pro-forma invoice in advance, please send an e-mail to: michael.wuehrer@partyrent.com

Services – MOTTO Catering (exclusive supplier)

<table>
<thead>
<tr>
<th>SERVICE – Stand Catering – Motto Catering (exclusive supplier)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline: 1 June 2022</td>
</tr>
</tbody>
</table>

ON-LINE ORDERING at https://shop.motto-catering.at/?lang=en

1. Stand Catering Services – exclusive supplier

Name: Motto Catering
Address: Bruno-Kreisky-Platz 1, 1220 Wien, Austria
Contact: Stephanie Urbanzcyk
E-mail: s.urbanczyk@mottogroup.at
Telephone: +43 1 585 23 03-31

Stand Catering Services

Exclusive supplier – On-line

For stand catering note the following:
- It is not allowed to serve drinks/food on your stand, or anywhere else in the ACV, unless these are ordered from the official catering company, MOTTO Catering.
- You can place your stand catering orders on-line via the link: https://shop.motto-catering.at/?lang=en.
- For information and questions regarding stand catering, you can contact MOTTO Catering directly.

Accommodation Services – Mondial Congress & Events

<table>
<thead>
<tr>
<th>SERVICE – ACCOMMODATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline: as soon as possible</td>
</tr>
</tbody>
</table>

ON-LINE ORDERING at https://2022.eshg.org/myconference/accommodation/

1. Hotel Accommodation

Name: Mondial Congress & Events
E-mail: esghousing@mondial-congress.com
URL: https://2022.eshg.org/myconference/accommodation/

Please book your hotel room at https://2022.eshg.org/myconference/accommodation/. For group bookings (for 10 rooms or more) please contact Mondial at esghousing@mondial-congress.com.

Note: Be aware that you may be contacted by telephone by scam companies claiming to be the official ESHG 2022 accommodation providers. Neither the ESHG nor Mondial will call you to solicit reservations.

You may also receive emails regarding housing, but note that the only official ESHG (2022) emails will come from an email address ending in “@eshg.org” or “@rose-international.com”. Booking confirmations will be sent by “esghousing@mondial-congress.com”.

All lodging for the ESHG should be arranged using the links provided. 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)

<table>
<thead>
<tr>
<th>SERVICES – Valverde (official freight forwarder)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline: see arrival deadlines on pages 26 - 27, Section 4</td>
<td></td>
</tr>
<tr>
<td>1. Manpower</td>
<td>Section 4</td>
</tr>
<tr>
<td>2. Customs Clearance &amp; Freight Forwarding</td>
<td>Section 4</td>
</tr>
<tr>
<td>3. Storage of Empties</td>
<td>Section 4</td>
</tr>
<tr>
<td>4. Time Slots for Unloading and Loading</td>
<td></td>
</tr>
</tbody>
</table>

Name | Valverde BV
Address | Zekeringsstraat 36 B, NL-1014 BS Amsterdam, The Netherlands
E-mail | eshg@valverde.nl
Telephone | +31 (0)20 653 8555

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 29.

To ensure that your materials arrive in time at your stand at ESHG 2022, read all shipping information, and the deadlines, in Section 4. Also note important information on the services of Valverde on next page.

**Manpower**

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 26).

**Customs Clearance & Freight Forwarding**

Rose International has appointed Valverde as the official logistics supplier for ESHG 2022. Valverde offers a complete range of logistics services to guarantee smooth and safe build-up and break-down procedures.

The use of forklift trucks and other motorized 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 pages 26 – 27 in Section 4, these are crucial.
- Do not send any goods directly to the ACV; 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, pages 26 - 27).
- Make sure that your company staff at the stand in Vienna 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 Vienna.*

These documents and contact details are needed if your goods have not arrived in Vienna 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 10 June 2022.

**Storage of Empties**

Empties (carton boxes, crates, boxes of display systems etc.) may not remain in your booth, behind the booth or in the aisles. Contact Valverde for handling and storage of your empties. Remember that aisles should be cleared of all empties etc. on Friday 10 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 2022 in Vienna. This shipping manual will assist you in your preparation for the correct and timely dispatch of your exhibits to Vienna. 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

<table>
<thead>
<tr>
<th>Name</th>
<th>Valverde BV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Zekeringstraat 36 B 1014 BS Amsterdam, The Netherlands</td>
</tr>
<tr>
<td>Telephone</td>
<td>+31 (0)20 653 8555</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:eshg@valverde.nl">eshg@valverde.nl</a></td>
</tr>
<tr>
<td>URL</td>
<td><a href="http://www.valverde.nl">www.valverde.nl</a></td>
</tr>
</tbody>
</table>

### GENERAL INSTRUCTIONS EVENT

- **Build-up**: 9th – 10th June 2022 (design stands construction works only on 9th June, access standard stands only on 10 June)
- **Exhibition dates**: 11th – 13th June 2022
- **Breakdown**: 13th June 2022 (18.00 – 20:00hrs (standard stands), 22:30 hrs (design stands))

**Note**: all freight not collected during breakdown on Monday 13 June between 18:30 and 22:30 hrs will be taken to Valverde warehouse in Hoofddorp at the expense of the exhibitor.

The use of forklift trucks and other motorized transport and lifting equipment by other parties than Valverde is not allowed.

Stand construction materials for design stands (construction works on Thursday 9th June) can be delivered to Austria Center Vienna after agreement on this with Valverde. Delivery to the stand location with forklift or motorized equipment by Valverde only. Contact Valverde for further details.

All courier shipments must be sent on conditions DDP service and freight prepaid up to arrival destination Hoofddorp.

**As the exhibition hall is not a permanent warehouse, courier shipments sent directly to Austria Center Vienna will be refused**

### HOW TO CONSIGN YOUR AIR FREIGHT SHIPMENT

All air freight has to be shipped on a direct AWB.

- **Consignee**: Valverde B.V.
- **Notify**: Valverde B.V.
  - Zekeringstraat 36b
  - 1014 BS Amsterdam
  - The Netherlands
  - T: +31 (0)20 653 8555
  - eshg@valverde.nl

Airport of destination: Amsterdam Schiphol Airport (AMS), please mail a copy of the AWB, invoices, packing lists to eshg@valverde.nl.

**Latest arrival date airfreight AMS airport 2 June 2022**

### HOW TO CONSIGN YOUR ROAD FREIGHT/COURIER SHIPMENT

All road freight needs to be pre-alerted before delivery.

- **Consignee**: Valverde B.V./ IAA
- **Notify**: Valverde B.V.
  - Contour Avenue 51
  - 2133 LD Hoofddorp
  - The Netherlands
  - T: +31 (0)20 653 8555
  - eshg@valverde.nl
Dates & Times

Warehouse opening days: Monday to Friday
Warehouse opening hours: 09:00 – 16:00

Latest arrival date road / courier shipments warehouse Hoofddorp 2 June 2022

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 Valverde.

Case Marking
All cases being sent must be marked as follows:
ESHG 2022 Vienna
Name of exhibitor:
Stand number:
Case no: xx / xx

Tariffs Air Freight, Road Freight & Courier Shipments

Inbound & Outbound Air Freight

From free arrival Schiphol airport (AMS) till arrival warehouse per shipment excl. airline storage charges, agent fees, customs formalities and delivery to the stand.

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

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

(U)n)loading of Goods via Warehouse to Stand

| Road freight shipments up to 50 kgs. | € 165,00 |
| Airfreight and road freight shipments above 50 kgs. | € 25.00 per 100 kgs. / minimum € 250.00 |

Costs will be charged at 1 cbm equals 300 kgs. 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 1 cbm equals 300 kgs. whichever is greater.

Tariffs Customs Clearance

<table>
<thead>
<tr>
<th>Customs Formalities Inbound</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary import clearance</td>
</tr>
<tr>
<td>Bond fee 1% of CIF value / minimum</td>
</tr>
<tr>
<td>Permanent import clearance</td>
</tr>
<tr>
<td>Duties &amp; taxes</td>
</tr>
<tr>
<td>Advance of funds fee</td>
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</table>

<table>
<thead>
<tr>
<th>Customs Formalities Outbound</th>
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</thead>
<tbody>
<tr>
<td>Export declaration</td>
</tr>
<tr>
<td>Bond fee</td>
</tr>
</tbody>
</table>

Remark: Customs clearance is only applicable for non-European Union shipment
**CUSTOMS CLEARANCE & FREIGHT FORWARDING – ORDER FORM**

ESHG 2022 - Vienna, Austria, 11-14 June 2022

**TARIFFS STORAGE CHARGES, ADDITIONAL CHARGES & GENERAL FEES**

Storage of Goods
Storage charges warehouse inbound and outbound, per day  €18,50 per cbm

Storage of Packing Material during the Event
Handling & storage of packing materials.  €85,00 per cbm min. 2 cbm

Surcharges are applicable when collected from or re-delivered to the stand outside of normal working hours.

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

General Fees
- Consignment fee / each way  €45,00 per shipment / each way
- Late arrival surcharge  30% for shipments arriving after deadlines
- Overtime surcharge (5 to 10 pm)  50%
- Saturday surcharge  50%
- Night surcharge (10 pm to 6 am)  100%
- Sunday & holiday surcharge  100%

**GENERAL CONDITIONS**

**Important Information**

- Above rates are excluding VAT.
- Our normal working hours are weekdays from 8:00 to 17:00.
- All orders can be cancelled 1 week before the start of the build up, thereafter we will charge a cancellation fee.
- No credit is given to any exhibitor. Therefore we advise you to use one of our preferred agents in your country.
- Credit card transactions will be charged with a 5% surcharge on the total invoice amount.
- We charge a 3% advance of funds fee for all third party charges.
- If you are granted a credit our payment term of 10 days applies.

**Quarantine**

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.

**Insurance & Liability**

The liability of a logistics service provider is limited and therefore we advise you to insure your exhibition goods for transportation and residence during the exhibition. The latest version of the Dutch Fenex conditions is applicable on all our transactions. All work is carried out subject to the general conditions of the federation of the Dutch forwarding agent’s FENEX deposited at the Registry of the Court at Amsterdam, Arnhem, Breda, Rotterdam, latest version. These conditions will be sent to you on request.

**BILLING & PAYMENT**

<table>
<thead>
<tr>
<th>Address</th>
<th>Bank address</th>
<th>Bank details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valerde BV</td>
<td>ABN AMRO Bank NV</td>
<td>IBAN NL76ABNA0243435533</td>
</tr>
<tr>
<td>Zekeringstraat 36B</td>
<td>Postbus 42</td>
<td>BIC ABANL2A</td>
</tr>
<tr>
<td>1014 BS Amsterdam</td>
<td>2130 AA Hoofddorp</td>
<td>VAT NL815887140B01</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>The Netherlands</td>
<td></td>
</tr>
</tbody>
</table>

The Netherlands
# CUSTOMS CLEARANCE & FREIGHT FORWARDING – ORDER FORM

**ESHG 2022 - Vienna, Austria, 11-14 June 2022**

## E-mail this form to:

**Valverde B.V.**  
Tel.: +31 (0)20 653 8555  
E-mail: eshg@valverde.nl  

Use this form to order all required logistic services from Valverde B.V.  
Please return a copy by e-mail to: eshg@valverde.nl

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

## Your order:

**Shipment details (Number of parcels, dimensions, weight)**

|☐| Inbound handling of your goods  
Delivery Date___________, Time __________ (for design stands only, goods for standard stands will be delivered on Friday morning, 10 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. IMPORTANT: Due to COVID-19 the world has changed, also for our suppliers. This means some of the deadlines are earlier than in previous years. Please make sure to meet the deadlines. Not meeting the deadlines will cause problems for the delivery of your services, or in the worst case: no delivery of the service.

3. 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.

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

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

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

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

8. Observe the deadlines for ordering. Considerable surcharges are applicable after the deadlines. Some services cannot be provided in case it was not ordered before the deadline.

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

9. 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.

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

<table>
<thead>
<tr>
<th>ORDER FORM #</th>
<th>SECTION #</th>
<th>PAGE #</th>
<th>SUBJECT</th>
<th>DEADLINE</th>
<th>MANDATORY OR RECOMMENDED</th>
<th>RETURN TO</th>
</tr>
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<tbody>
<tr>
<td>Order form</td>
<td>4</td>
<td>29</td>
<td>Freight Forwarder services Information / contact: Section 4</td>
<td>asap</td>
<td>Highly Recommended</td>
<td>Valverde</td>
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<td>24</td>
<td>Hotel Accommodation Information</td>
<td>asap</td>
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<td>Mondial</td>
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<td>Form by E-mail</td>
<td>3</td>
<td>16</td>
<td>Catalogue &amp; Subject Index Entry Information</td>
<td>1 March</td>
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<tr>
<td>TBA</td>
<td>3</td>
<td>16-17</td>
<td>Badges Information &amp; Instructions</td>
<td>TBA</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<td>Form 1</td>
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<td>32</td>
<td>Payments to Rose International</td>
<td>6 May</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 2a*</td>
<td>5</td>
<td>33</td>
<td><strong>Standard Stand</strong> Construction</td>
<td>1 April</td>
<td>Mandatory</td>
<td>Rose Int.</td>
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<tr>
<td>Form 2b*</td>
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<td>34</td>
<td><strong>Design Stand</strong></td>
<td>1 April</td>
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<td>TBA</td>
<td>5</td>
<td>35</td>
<td>Networking Evening / Lunch Boxes</td>
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<tr>
<td>On request</td>
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<td>19</td>
<td>Co-exhibitor Information</td>
<td>-</td>
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<td>Rose Int.</td>
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<tr>
<td>On request</td>
<td>3</td>
<td>19</td>
<td>Temporary Staff – Hostesses &amp; Security</td>
<td>-</td>
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<td>Rose Int.</td>
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<tr>
<td>On request</td>
<td>3</td>
<td>19</td>
<td>Water &amp; Compressed air</td>
<td>-</td>
<td></td>
<td>Rose Int.</td>
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<tr>
<td>On request</td>
<td>3</td>
<td>19</td>
<td>Extra Stand Cleaning</td>
<td>-</td>
<td></td>
<td>Rose Int.</td>
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<tr>
<td>On request</td>
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<td>19</td>
<td>VAT &amp; VAT Reclaim Information</td>
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<tr>
<td>On-line</td>
<td>5</td>
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<td>Carpet Colour</td>
<td>1 May</td>
<td>A-Booth</td>
<td>A-Booth</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Company name on Fascia Board</td>
<td>6 May</td>
<td>A-Booth</td>
<td>A-Booth</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Extra Stand Components</td>
<td>6 May</td>
<td>A-booth</td>
<td>A-Booth</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Additional Electricity &amp; Connections</td>
<td>6 May</td>
<td>A-Booth</td>
<td>A-Booth</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Logo’s &amp; Graphics</td>
<td>6 May</td>
<td>A-Booth</td>
<td>A-Booth</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Stand Lay-out</td>
<td>6 May</td>
<td>A-Booth</td>
<td>A-Booth</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Waste Collection</td>
<td>6 May</td>
<td>A-Booth</td>
<td>A-Booth</td>
</tr>
<tr>
<td>On-line</td>
<td>5</td>
<td>36</td>
<td>Rigging Services (after approval by Rose International)</td>
<td>6 May</td>
<td>A-Booth</td>
<td>A-Booth</td>
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<tr>
<td>Form 3</td>
<td>5</td>
<td>37-38</td>
<td>Audio Visual Equipment</td>
<td>6 May</td>
<td>AV Pro</td>
<td></td>
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<tr>
<td>Form 4</td>
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<td>39</td>
<td>Network &amp; Internet</td>
<td>6 May</td>
<td>H82</td>
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</tr>
<tr>
<td>Form 5</td>
<td>5</td>
<td>40</td>
<td>Plants &amp; Flowers</td>
<td>1 June</td>
<td>Toifl Blumen</td>
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<tr>
<td>On-line</td>
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<td>43</td>
<td>Furniture</td>
<td>6 May</td>
<td>Party rent</td>
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<tr>
<td>Form 6</td>
<td>5</td>
<td>44</td>
<td>Lead Retrieval System</td>
<td>6 May</td>
<td>JMarquardt</td>
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<tr>
<td>On-line</td>
<td>5</td>
<td>24</td>
<td>Stand Catering Services</td>
<td>1 June</td>
<td>MOTTO</td>
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</tr>
</tbody>
</table>

*Form 2a is mandatory for Standard Stands, form 2b for Design Stands*
PAYMENTS to ROSE INTERNATIONAL

ESHG 2022 - Vienna, Austria, 11 -14 June 2022

E-mail this form to:  Stand No: 

Company: 

Contact:  

E-mail:  

Contact:  Krista Vink 

E-mail: kvink@rose-international.com 

Tel.: +31 (0)70 383 8901

RETURN with your 
Rose International service order(s) before 6 May 2022 
Mandatory for all exhibitors

• The undersigned will pay the service orders with Rose International (additional badges, lunch tickets networking event ticket), please tick ✓ appropriate box below:

PAYMENT METHOD

☐ by bank  All bank costs to be paid by exhibitor

☐ by credit card  No bank payments for orders received after 6 May 2022

A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged. Rose International works with Pay by 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.

NAME:  

E-MAIL ADDRESS:  

• Rose International will issue an invoice for the ordered Services. Please fill out below the relevant invoice address:

INVOICE ADDRESS

COMPANY NAME:  

CONTACT PERSON:  

E-MAIL CONTACT PERSON:  

ADDRESS:  

PLACE & COUNTRY:  

VAT NUMBER:  

• 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 inform Rose International asap, but before 2 May 2022, if you wish to pay by bank. Re-issuing of invoices incur an administration charge of EURO 50.00.
Acknowledgement
By my signature at the end of this page I hereby certify that:
• I have completely read the ESHG 2022 Exhibitors’ Manual and the ACV Fire Regulations.
• I agree to comply to all provisions and regulations.
• I understand all rules and regulations as outlined in the ESHG 2022 Exhibitors’ Manual, including the ACV Fire 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 2022 Exhibitors’ Manual, including the ACV Fire Regulations.
• 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.

Standard stand construction
YES, we will use the package of standard stand construction

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.
For carpet and fascia see page 36.

Included in your Standard Stand Package:
• Stand walls 250 cm high
• Fascia board
• One spotlight/3 m², incl. electricity + consumption
• Carpet
Acknowledgement
By my signature at the end of this page I hereby certify that:
• I have completely read the ESHG 2022 Exhibitors’ Manual and the ACV Fire Regulations.
• I understand all rules and regulations as outlined in the ESHG 2022 Exhibitors’ Manual, including the ACV Fire 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 2022 Exhibitors’ Manual, including the ACV Fire Regulations.
• 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.

Design Stand
YES, we will build our own 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 1 April 2022 for their approval. See important guidelines and instructions for design stands on pages 10, 18 and 47 – 50.

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

Company name:

Contact:

E-mail: Mobile Phone:

On-site contact:

E-mail: Mobile Phone:
How to order your Lunch boxes and Networking Evening tickets will be emailed to you at a later stage.

Prices for warm and cold Lunch Boxes will be as follows:

- Regular (warm or cold) Lunch Box: EURO 19.60
- Vegetarian (warm or cold) Lunch Box: EURO 19.60
- Special* (warm or cold) Lunch Box: EURO 23.60

*The special lunch box consists of ingredients that are vegetarian, lactose free and gluten free.

Price for Networking Event Ticket: EURO 65.00

For details on the content of the lunch boxes, please see the ESHG 2022 Conference website (registration opens end of January 2022), https://2022.eshg.org/myconference/registration/

**Note:** Networking Evening and Lunch box tickets are non-refundable after ordering. Vouchers CANNOT be exchanged!
Contact Details A-booth

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

ORDER BEFORE 6 May 2022
Prices increase after 6 May 2022
After 1 June 2022 the portal is closed

For ordering the following services please go to: https://ESHG2022.a-booth.nl

1. Carpet Colour: Deadline: 1 May 2022
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*
6. Stand Lay-out
7. Waste Disposal (for Design stands only)
8. Rigging Services – exclusive supplier

* 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 A-booth at the beginning of February 2022 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: jaap-kees@a-booth.nl
The undersigned would like to order the following Audio & Visual Equipment as indicated below.

<table>
<thead>
<tr>
<th>#</th>
<th>ITEM DESCRIPTION</th>
<th>PRICE PER ITEM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>VIDEO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LCD Screen 32&quot; Samsung DB32D</td>
<td>€ 421.00 €</td>
</tr>
<tr>
<td></td>
<td>Diagonal 81cm, nativ resolution 1920x1080</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI, DVI, VGA in</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>LCD Screen 43&quot; Samsung QBN43</td>
<td>€467.00 €</td>
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<tr>
<td></td>
<td>Diagonal 108cm nativ resolution 3840x2160</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI, DP</td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>LCD Screen 55&quot; Samsung DB55D</td>
<td>€ 605.00 €</td>
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<tr>
<td></td>
<td>Diagonal 140 cm nativ resolution 1920x1080</td>
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<tr>
<td></td>
<td>HDMI, DVI, VGA in</td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>LCD Screen 55&quot; Samsung DB55D Touch</td>
<td>€ 835.00 €</td>
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<td></td>
<td>Diagonal 140 cm nativ resolution 1920x1080</td>
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<td>HDMI, DVI, VGA in</td>
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<tr>
<td></td>
<td>LCD Screen 65&quot; Samsung DM65D</td>
<td>€ 973.00 €</td>
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<td></td>
<td>Diagonal 165 cm nativ resolution 1920x1080</td>
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<td>HDMI, DVI, VGA in</td>
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<tr>
<td></td>
<td>LCD Screen 82&quot; Samsung DM82D</td>
<td>€ 1,473.00 €</td>
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<tr>
<td></td>
<td>Diagonal 165 cm nativ resolution 1920x1080</td>
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<td>HDMI, DVI, VGA in</td>
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<tr>
<td></td>
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<td></td>
<td>LCD Screen 98&quot; Panasonic TH-98LQ70W</td>
<td>€ 3,450.00 €</td>
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<tr>
<td></td>
<td>Diagonal 249 cm nativ resolution 3840x2160x1080</td>
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<tr>
<td></td>
<td>Incl. motorised stand, wall mount bracket on request</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Laptop Dell Latitude 5591 15&quot; Win 10, Office 2016, FHD, I7-8400, 16 GB RAM, 512GB SSD</td>
<td>€ 242.00 €</td>
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<tr>
<td></td>
<td>TFT Monitor 21,5&quot;, VGA, HDMI, DVI only table support</td>
<td>€ 148.00 €</td>
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<tr>
<td></td>
<td>Videoprojector LCD, 4500 Ansilumen WUXGA</td>
<td>€ 365.00 €</td>
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<td></td>
<td>Screen 286x170 Frontprojektion</td>
<td>€ 194.00 €</td>
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<tr>
<td></td>
<td>Set: Projektor 1 Chip DLP 12000 Ansilumen 16/9 Full HD Projektor, selectable lenses</td>
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Continued next page
<table>
<thead>
<tr>
<th>#</th>
<th>ITEM DESCRIPTION</th>
<th>PRICE PER ITEM</th>
<th>TOTAL</th>
</tr>
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<tr>
<td></td>
<td><strong>AUDIO</strong></td>
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<tr>
<td></td>
<td>Soundsystem with 2 speakers</td>
<td>€ 500.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>1 x Mackie 1402 audiomixer, Sabine GraphIQ, incl. cables and rigging equipment, CD Player</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Soundsystem with 4 speakers</td>
<td>€ 717.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>1 x Mackie 1402 Audiomixer, Sabine GraphIQ, incl. cables and rigging equipment, CD Player</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Microphone wireless handheld or headset</td>
<td>€ 194.00</td>
<td>€</td>
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<tr>
<td></td>
<td>Sennheiser Evolution 500 G3, incl. batteries</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Microfon cable with table tripod Shure MX 418</td>
<td>€ 69.40</td>
<td>€</td>
</tr>
</tbody>
</table>

All prices are including, installation, service, insurance, and excl. 20% VAT
All items are including transport, setup, troubleshooting, cables, dismantling, insurance.

In case you have questions regarding the items above or you cannot find the items you are looking for, please contact rental@avpro.at

Payment Method:
- Credit card: □ VISA □ MASTERCARD □ DINERSCLUB
- Bank transfer

Cancellation fees:
- After 12 May 2022 20%
- After 27 May 2022 40%
- After 3 June 2022 100%

Date

Signature + Company Stamp
The undersigned would like to order the following Network & Internet item as indicated below.

<table>
<thead>
<tr>
<th>#</th>
<th>Item Description</th>
<th>Price per Item</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NETWORK &amp; INTERNET</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1MBit symm. wired Internetline - public IP</td>
<td>€ 335.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>2MBit symm. wired Internetline - public IP</td>
<td>€ 402.50</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>4MBit symm. wired Internetline - public IP</td>
<td>€ 712.80</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>10MBit symm. wired Internetline - public IP</td>
<td>€ 1,696.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>15MBit symm. wired Internetline - public IP</td>
<td>€ 2,420.50</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>20MBit symm. wired Internetline - public IP</td>
<td>€ 3,455.50</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>8 Port Switch 10/100/1000 autosensing</td>
<td>€ 60.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>24 Port Switch 10/100/1000 manageable</td>
<td>€ 120.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>Wireless Lan Router</td>
<td>€ 90.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>Network setup on request, charged per hour</td>
<td>€ 90.00</td>
<td>€</td>
</tr>
<tr>
<td></td>
<td>SERVICES</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delivery &amp; basic setup &amp; dismantling (mandatory per booth)</td>
<td>€ 70.00</td>
<td>€ 70.00</td>
</tr>
<tr>
<td></td>
<td>Technician, per hour</td>
<td>€ 90.00</td>
<td>€</td>
</tr>
</tbody>
</table>

Please add 20% VAT to these prices if not based in the European Community. Reverse Charge Regulations can only be applied with valid VAT Nr. All orders have to be paid prior to the event.

**NOTE:** See for setting up your own WiFi Access Point, the technical requirements on pages 51, Section 6.

**Terms of payment**

- Credit card: □ VISA □ MASTERCARD

  Number: ___________________________ Exp. Date: ___________________________

  Name ___________________________ Code*: ___________________________

  *For Visa, MasterCard the card code is the last 3 digit number located on the back of your card on or above your signature line.

- Bank transfer
TOIFL Blumen - Plants & Flower arrangements

E-mail this form to:

Company: 
Contact name: 
Phone: 
Fax: 
E-mail: 
VAT Nr.: 

RETURN BEFORE 1 June 2022
Surcharge after 1 June 2022 and on-site: 20%

The undersigned orders the following plants and/or flower arrangements (see catalogue and prices on the next pages):

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>QUANTITY</th>
<th>UNIT PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>€</td>
<td>€</td>
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<td></td>
<td>€</td>
<td>€</td>
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</tr>
</tbody>
</table>

Subtotal, excluding VAT €

VAT *, if applicable in your situation €

Total, including VAT €

* Austrian VAT: 13% for the flower arrangements and 20% for the plants

- Rental charges are for the entire period of the exhibition, including set-up day.
- After 27 May 2022, cancellations cannot be accepted and 100% of the costs will be charged and payable.
- Please contact Toifl Blumen directly if you wish other colours than shown in the catalogue.
- For further examples and possibilities please check see: www.toiflblumen.at

Date 
Signature + Company Stamp
PLANTS & FLOWER ARRANGEMENTS CATALOGUE

All price mentioned in this catalogue are ex. VAT.

Laurel pyramid - 180 cm
€ 35,00

Kentia Palm - 200 cm
€ 35,00

Ficus benjamin - 180 cm
€ 35,00

Ficus binnendijki - 200 cm
€ 35,00

Laurel Tree - 200 cm
€ 40,00

Olive - 180 cm
€ 40,00

Bamboo - 250 cm
€ 45,00

Box tree in vessel - 120 cm
€ 45,00

Planted vessel - 120 cm
€ 95,00

Flower Arrangement 1
€ 8,00

Flower arrangement 2
€ 10,00

Flower arrangement 3
€ 18,00

Continued next page
TOIFL Blumen - Plants & Flower arrangements

Flower Arrangement 4
€ 16,00

Flower Arrangement 5
€ 10,00

Flower Arrangement 6
€ 14,00

Flower Arrangement 7
€ 12,00

Flower Arrangement 8
€ 32,00

Flower Arrangement 9
€ 42,00

Flower Arrangement 10
€ 55,00

Flower Arrangement 11
€ 42,00

Flower Arrangement 12
€ 36,00

Flower Arrangement 13
€ 60,00
Contact Details Party Rent Österreich

<table>
<thead>
<tr>
<th>Name</th>
<th>Party Rent Österreich</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Brunner Strasse 77-79, 1230 Wien</td>
</tr>
<tr>
<td>Contact</td>
<td>Michael Wührer</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:michael.wuehrer@partyrent.com">michael.wuehrer@partyrent.com</a></td>
</tr>
<tr>
<td>Telephone</td>
<td>+43 7247 21021 32</td>
</tr>
</tbody>
</table>

ORDER BEFORE 6 May 2022

For ordering stand furniture please go to: https://www.fairrent.com

Order process:
The furniture catalogue can be found on-line as of 1 February 2022: https://www.fairrent.com
Please select in the field "Choose your fair" the following exhibition: "European Human Genetics Conference - 11th - 14th of June 2022". The exhibitors do not need a login to order.
After selecting your furniture and placing your order, Party Rent will process your order checking availability.
Note: orders placed between 1 February and 1 April will be confirmed as of 1 April 2022. The exhibitor will receive an order confirmation including the payment terms. For orders placed after 1 April, an order confirmation will be sent within 48 hours. Payment can be made only by bank transfer and should be done at least one week before build-up.

The on-line order portal for furniture will be open as of 1 February 2022.

Note: Cash payments only for On-site orders.
Fax or e-mail this form to:

Porzellantasse 45/39
AT-1090 Vienna, Austria
E-mail: leads@jmarquardt.com

Stand No:
Company:
VAT No: PO #:
Invoice Address:
Contact:
Email (for main Lion Leads account):
Mobile phone (onsite):

RETURN BEFORE 6 May 2022
Surcharge after 6 May 2022 see below
Final order deadline: 31 May 2022

The undersigned orders the following Lion Leads solutions (full information on next pages):

<table>
<thead>
<tr>
<th>Licence Type</th>
<th>Units</th>
<th>Orders before 6 May 2022</th>
<th>Orders after 6 May 2022</th>
<th>€ Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lion Leads Booth License</td>
<td></td>
<td>€ 350.00 net</td>
<td>€ 500.00 net</td>
<td></td>
</tr>
<tr>
<td>• iOS license for the installation on your own device or one of our rental devices (please book rentals below)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• please order one license per device in use</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• for the period of the event</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IOS Rental Device</td>
<td></td>
<td>€ 150.00 net</td>
<td>€ 250.00 net</td>
<td></td>
</tr>
<tr>
<td>• iOS device, booked Lion Leads app installed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• for the period of the event</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lion Leads Symposium Package</td>
<td></td>
<td>€ 420.00 net</td>
<td>€ 550.00 net</td>
<td></td>
</tr>
<tr>
<td>• iOS device, app installed and configured</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• one staff for the period of symposium, max. 3 hours</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

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

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

Herewith, I confirm the order of the above-mentioned number of Lion Leads licenses and devices for ESHG 2022 and accept the General Terms and Conditions incl. cancellation regulations.

I acknowledge that scanning and the subsequent processing of personal data must be in line with GDPR and other applicable data protection laws. I acknowledge my role as data controller and are therefore responsible for, and be able to demonstrate compliance with, the principles relating to processing of personal data.

Date Signature + Company Stamp
Lion Leads App

The flexible lead retrieval app for stands and symposia
Scan the visitors’ QR codes with your own iOS devices or our premium rentals. Capture, comment and qualify your prospective clients straight away. Real-time access to your collected data via the online portal allows immediate follow-up during the conference.

Key Features
- Available for your own iOS devices or with our premium iPod Touch rentals
- Pre-event qualifier (e.g., products of interest, group tag, etc.) setup via online portal
- Offline scanning
- Editable lead details immediately after scanning
- Assign qualifiers, comments, and notes to your leads
- Quick scanning mode for symposia
- Automated cloud synchronization with the online portal (internet connection required)
- Immediate download via the online portal
- Dedicated onsite support

Lion Leads - The intuitive lead retrieval App for your booth and symposia
Scan the visitors' QR codes with your own iOS devices or our premium rentals. Capture, comment and qualify your prospective clients in the app and download the information via the online portal in real-time.

How does it work?
The intuitive and reliable lead retrieval app Lion Leads offers flexibility in taking notes and assigning qualifiers. It will accelerate the evaluation process at the same time.
A QR code will be printed on the badges of all delegates. This QR code is related to the participant’s record in the registration database. Exhibitors need to scan the QR code with the internal camera of their (rental or own) devices, and the participant’s details instantly show up in the app, e.g. name, country, email.
Exhibitors can edit and complete the details or add notes and predefined qualifiers straight away (i.e. product interest, follow up actions, status etc.).
All collected information is securely stored on our cloud server, and you will get real-time access to the backend and data.

Administrative Procedure
1. Order
   Please order the required number of licenses and rentals according to the early bird and final order deadlines.
2. Order confirmation
   After receipt of your order, JMarquardt Vienna will confirm the receipt, invoice, and charge the amount due.
3. Configuration of products and services
   After payment, you will receive the credentials for the online portal m-anage.com, so you can setup qualifiers prior to the event.
4. Lead capture
   Pick up your rental devices at the Lead Retrieval desk (Foyer of Hall X4). JMarquardt staff will be available to answer your questions during the opening hours of the event. Scanned data is synchronized to the online portal automatically when your device is connected to the internet.
5. Data provision
   After synchronization with the database you can access, edit, and download your collected data from the online portal.

GDPR Compliance
Using this service will imply the processing of personal data, e.g. when scanning the visitor badges. Note, that any processing of personal data must be in line with GDPR and other applicable data protection laws.
By using our service, you acknowledge your role as data controller. Therefore, you are responsible for, and must be able to demonstrate compliance with the principles relating to processing personal data (which includes having a legal ground for processing). Please note, that visitors can object being scanned without negative consequences. They must still be granted access to the conference.
Terms and Conditions

- **Data**
  Download of the data via the online 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 Lion Leads app license and / or rental device and an unlimited number of scans.

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

- **Invoicing**
  JMarquardt sends out invoices for the total purchase amount after receipt of order. Payment can be made via bank transfer (Credit Card on request).

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

- **Payment term**
  Invoices must be settled within 10 days after receipt, net without any obligations to JMarquardt Vienna. Devices cannot be handed out onsite or and no credentials will be sent out unless JMarquardt received full payment.

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

- **Cancellation**
  1. All orders cancelled prior to 45 days of the conference will incur a € 100.00 cancellation fee. Orders cancelled within 45 days of the conference will not be refunded.
  2. If ESHG 2022 has to be cancelled the client will get a 100 % refund on ordered devices.
  3. If ESHG 2022 will take place as a virtual meeting, a company participating in the virtual congress with either a company profile or a symposium will receive virtual lead retrieval at the exact costs.
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 can be found on pages 52&52, Section 6.

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.
- Exhibitors who wish to share their stand with a local distributor/agent, please contact Rose International.

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 without damaging the walls during dismantling. If tape or marks are left on the walls or if the walls are damaged, 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).
- Giveaways that produce large amounts of waste or environmentally harmful waste, such as non-returnable beverage packages, products with batteries or accumulators, are prohibited.
- Distribution of literature and give aways is not permitted outside of the exhibitor's stand. It is however allowed to display exhibitors literature, in small quantities, on the Free Literature table, Section Company Information, in the exhibition area. Note: ESHG 2022 will be a green meeting.

Carpet in Stands
- Flooring in stands is mandatory (carpet, wooden floor etc.). Carpet is included in the package of standard stand construction.
- If you build your own stand, include flooring description in the design.
- If you wish to order carpet for your design stand please contact Rose International.

Max Floor Load
- Exhibitors need to pay special attention to the maximum floor load in ACV, which is only 500 kg/m². Please contact Rose International in case of questions.

Waste during Build-up and Dismantling
- Exhibitors, their stand contractors and suppliers are obliged to dispose their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. During Build-Up & Breakdown small waste containers will be available in the Exhibition Hall for the disposal of waste. Design stands will need to order waste containers with A-booth in case they do not take out their own waste.
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.
- Due to a EU Directive, the FSA-codex as well as the pharma codes, it is forbidden to advertise (show, offer or present) any prescription drugs at ESHG.
- 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 with credit card, or in cash in EURO.

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.

The ACV Fire Regulations (Mandatory)
- All stands (exhibitors, contractors and suppliers) are obliged to read the Fire Regulations the ACV and to take appropriate actions. This document is available at the online portal of A-booth (see page 36).

Green meeting
We aim at organising the meeting according to the criteria of the Austrian Ecolabel for Green Meetings. This includes higher energy efficiency, waste avoidance and environmentally benign travel of the guests to and from the conference. Also aspects of regional added value and social responsibility are taken into account. We ask all exhibitors and sponsors to support us in these efforts.
The exhibitor agrees to comply with the following provisions:

I. Catering – Stand catering:
Catering must be arranged solely with the exclusive caterer of the conference, in compliance with Green Meeting standards and is at the exhibitor’s own expense. Food and drinks provided to visitors to the stand must not be offered using disposable tableware (tumblers, plates, cutlery etc.). Drinks must be served from reusable packs or bulk packs. The event’s exclusive caterer will provide you with a catering offer according to these regulations.

II. Waste disposal
Waste at the stand must be separated and disposed according to the requirements covering the waste management scheme of the event. Waste management will be executed by the venue according to that scheme. Please note that there will be waste baskets in all the hallways and in the halls to separate the waste.

III. Giveaways
Giveaways that produce large amounts of waste or environmentally harmful waste, such as non-returnable beverage packages, products with batteries or accumulators, are prohibited.

IV. Miscellaneous
The materials which are used by the exhibitor and for which the exhibitor is responsible (racks, roll-ups, decoration, maybe floor covering) must be reusable and are reused.

In all those cases not foreseen by these Rules & Regulations and/or by the General Conditions of Rose International, Rose International shall decide.
ADDITIONAL REGULATIONS & 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 1 April 2022. Use Form 2b in Section 5, page 34.

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

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

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

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

- The layout of a stand may not hide the general safety signs indicating the location of (emergency) exits. Fire 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.

- Flooring in stands is mandatory (carpet, wooden floor etc.); use only removable tape; leave no tape behind after dismantling and ensure to leave the floor without any pieces or traces of tape. Do not forget to include the flooring in your design.

- 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 36 for how to order more power.

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

- Suspension/rigging is possible in most areas of the halls considering, 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 1 April 2022 for approval of your suspensions. Do not forget to include the suspensions in your design.

- 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 9 June before 19.00 hrs.

  **No construction works whatsoever will be allowed on Friday 10 June, and all construction materials, tools, packaging etc. must be taken out of the exhibition hall before 19.00 hrs on Thursday 9 June.**

- For build-up and dismantling schedules: see Section 2, page 8 – 9. Remember to agree, in writing, with Rose International, on your construction works on Thursday 9 June 2022.

- Please note that trucks are not allowed to drive in Vienna City between 22.00 – 05.00 hrs. But trucks can drive directly from the ACV to the motorway (where this restriction does not apply) through the tunnel next to the ACV, circumventing this law.
TECHNICAL REQUIREMENTS FOR EXHIBITOR’S OWN WIFI ACCESS POINT – SECTION 6

If you wish to install a WiFi network within your stand, you can purchase bandwidth from H82 medientechnik GmbH and then either rent Access Points from H82 medientechnik GmbH or you can install your own Access Point(s). Please use order form 4 in Section 5 on page 3.

If you are planning to bring your own Access Point(s), the equipment must fulfill the following requirements:

Adjustable Power Transmitter
WiFi Access Point must provide adjustable power transmitter feature. The available power settings must cover at least the range from: 0dBm (1mW) to 14dBm (25mW) and must be set by default to 5dBm.

H82 medientechnik GmbH will have an on-site team during the event to ensure that all Access Points are transmitting at a power level within the range and that there are no rogue transmitting sources which may cause interferences. The on-site team reserves the right to go directly to the exhibitor and ask to power up or down, and/or change their assigned channel at any moment during the show.

Interfaces
The WiFi access point must have at least a 10/100BASE-T autosensing port (RJ-45).

Dynamic Frequency Selection
If the WiFi access point supports this feature, it must be disabled. The WiFi access point must work over a fixed channel.

- For 2.4 GHz the channel must be 12 or 13.
- For 5 Ghz the channel must be 100 or 104, 124 or 128.

Data rate supported
802.11ac: 29.3 Mbps – 1733 Mbps (80MHz)
802.11n: 6.5 Mbps – 216.7 Mbps(20MHz) 13.5 Mbps – 800 Mbps (40MHz)
802.11a: 54, 48, 36, 24, 18, 12, 9 and 6 Mbps
802.11b: 11, 5.5, 2 and 1 Mbps
802.11g: 54, 48, 36, 24, 18, 12, 9 and 6 Mbps

IEEE 802.11n, IEEE 802.11ac, IEEE802.11a/b/g

Only 20MHz channels are allowed

Compliance
IEEE Standard:
at least one of the following, IEEE 802.11b/g, IEEE 802.11a and/or IEEE 802.11n, 802.11ac

Minimum security:
Wi-Fi Protected Access 2 (WPA2) or WPA (TKIP/AES) Radio approvals: EN 301.489-1 and -17, EN 300.328, EN 301.893
Safety: EN 60950-1

H82 medientechnik GmbH may be using an advanced monitoring system to monitor all access points. This system has the ability to cancel the signal and will disable all Access Points which have not been disclosed within the Venue’s WiFi Policy. This will be a last resort after efforts to contact the stand has been made.

NOTE: H82 medientechnik GmbH recommends exhibitors to use H82 medientechnik GmbH’s WiFi Access Points as they will meet the requirements stated above. By placing an order with H82 medientechnik GmbH or bringing your own AccessPoints you accept this policy and state to fulfill all mentioned requirements.
Rose International General Conditions

These General Conditions apply to all offers, quotations and invitations from Rose INTERNATIONAL, Exhibition Management & Congress Consultancy by KvK Den Haag 275152296, van Imhoffstraat 20, P.O. Box 93360, 2509 AG The Hague, the Netherlands ("Rose INTERNATIONAL"), to exhibit and/or to sponsor, to all applications submitted by a company who is interested in exhibiting at and/or sponsoring an Event organised by Rose INTERNATIONAL (the "Company") and to all agreements concluded between Rose INTERNATIONAL and the Company.

The Events organised by Rose INTERNATIONAL, hereinafter referred to in these General Conditions as the “Event”, form an integral part of an international or national Conference being held anywhere in the world. The relevant Conference is hereinafter referred to in these General Conditions as the “Conference”.

1. APPLICATION TO EXHIBIT AND/OR SPONSOR AND CONCLUSION OF AGREEMENTS

1.1. All offers, quotations and invitations to exhibit at and/or sponsor an Event organized by Rose INTERNATIONAL, whether verbal or in writing, do not entail any obligation for Rose INTERNATIONAL and do not bind it.

1.2. An agreement between Rose INTERNATIONAL and the Company (the “Agreement”) is concluded if, and as soon as, the Company has submitted a fully completed and signed application form, as included in Rose INTERNATIONAL’s invitation to exhibit at and/or sponsor the relevant Event.

1.3. By completing and signing the application form, the Company also declares itself to be familiar with and to adhere to the objectives of the Conference of which the Event is an integral part.

1.4. The person who signs the application form is considered to have full authority to do so on behalf of the Company. The Company cannot appeal to Rose INTERNATIONAL on grounds of any lack of authority on the part of the signatory or on the ground that the application form was not fully completed or contains errors.

1.5. Rose INTERNATIONAL has the authority to one-sidedly amend the original floor plan and will do so – amongst others – when not all stand locations have been sold or in case the venue has dictated new conditions with regard to for example width of aisles.

2. EXHIBITORS MANUAL & STAND DESIGN

2.1. In good time before the start of the Event, the Company will be sent the relevant “Exhibitors Manual”, covering technical details, time schedules, services, rules & regulations and other important information in regards of the Event for which the Company has registered. The provisions contained in the Exhibitors Manual, together with these General Conditions, form part of the Agreement between the parties. Should the General Conditions and the Exhibitors Manual be inconsistent in any given case, the provisions in the Exhibitors Manual will prevail.

2.2. If applicable, a design for the stand of the Company, in the form of a clear scaled drawing with measurements in cm, should be submitted to Rose INTERNATIONAL prior to the date stated in this regard in the Exhibitors Manual. The design must meet the requirements in regards of design stands as per the Exhibitors Manual.

3. OBLIGATIONS OF THE COMPANY IN RESPECT OF THE STAND

3.1. The Company is obliged to comply with the instructions given by, or on behalf of, Rose INTERNATIONAL, the fire service, officials of the venue where the Event is held and other authorities.

3.2. The Company is responsible for the maintenance of order and safety regarding the construction, layout and design of its stand, advertising on its stand, the products or objects to be exhibited as well as decorations to the stand.

3.3. The Company is obliged to observe the schedules set out in the Exhibitors Manual for the construction and dismantling of his stand, as well as the schedule for the days on which its stand will be open to Conference participants.

3.4. The Company is obliged to ensure that the stand is permanently staffed during the exhibition opening hours as per the schedule in the Exhibitor Manual.

3.5. The Company is not permitted to make all or part of the stand he has been allocated available to third parties. Exceptions to this rule can be made for co-exhibitors if the co-exhibitor application has been approved in advance in writing by Rose INTERNATIONAL. The Company will be held responsible for his co-exhibitor staff in regards of compliance with these General Conditions and any stipulations in the Exhibitors Manual.

3.6. The presentation of products, services, advertising material etc. by the Company may only take place within the allocated stand space.

3.7. The use of light, flammable materials, the use of fire and the use of heaters in or on the stand is permitted only with Rose INTERNATIONAL’s prior written consent, in accordance with the fire regulations of the Conference venue. The Exhibitors Manual may provide additional requirements with respect to permitted materials, which need to be adhered to by the Company.

3.8. No use may be made of amplification equipment on the stand to e.g. attract the attention of the Conference participants, for presentations on the stand etc.

4. OBLIGATIONS OF THE COMPANY IN RESPECT OF PRODUCTS

4.1. The Company may only promote, demonstrate, or show products and services on the stand as specified on the application form, as referred to in section 1.2.

4.2. Products and services promoted at the Event, must be of professional interest to the Conference participants.

5. HOSPITALITY ROOMS

5.1. Companies exhibiting at and/or sponsoring the Event have the exclusive right to reserve one of the hospitality rooms made available by Rose INTERNATIONAL.

5.2. If the Company cancels its exhibit space and/or sponsoring of the Event in accordance with section 7, the reservation of a Hospitality Room will be automatically cancelled as well. Confirmed fees for hospitality rooms remain payable in full under all circumstances (see section 7.2).

5.3. The Company is not allowed to make room reservations directly with the venue, for whatever purposes.

6. PAYMENT AND INVOICING

6.1. Payment is to be made in accordance with the conditions of payment as per the application form and the invitation to exhibit and/or sponsor, as referred to in section 1.2. Payment must be made without any discount, deduction or offset.

6.2. Bank charges on payments, both sender’s and receiver’s charges, will under all circumstances be for account of the Company. The same rule applies if a refund is being made due to cancellation for any reason, reduction of exhibit space or other reason, e.g. excess payment made by the Company.

6.3. If the Company fails to pay an invoice on time or in full, it is in default immediately without any notice of default being required and statutory commercial interest (article 6:119a Dutch Civil Code) will be charged to the Company. Moreover, the Company is liable for any legal and non-legal expenses Rose INTERNATIONAL may incur in the collection of these sums.

6.4. Invoices will be addressed according to the invoicing details provided by the Company on the application form. If the Company requests a change of e.g. invoicing address or other detail, an administration fee will be charged to the Company. The amount of the administration fee will be announced in the Invitation and/or Sponsor Programme or equivalent.

6.5. Complaints concerning an invoice must be made in writing and must be received by Rose INTERNATIONAL within 14 days after the invoice date. After this term has expired, the Company is deemed to have accepted the invoice. A complaint as referred to in this subparagraph does not suspend the Company’s payment obligation. In the event the complaint is justified, Rose INTERNATIONAL will, if applicable, credit the relevant amount to the Company.

7. CANCELLATION AND CHANGES

7.1. If (i) an agreed sponsor item is not available, (ii) the stand space does not fulfill the requirements as indicated on the application form and/or (iii) none of the preferred stand locations as indicated by the Company on the application form is available, Rose INTERNATIONAL and the Company will consult with each other to find a solution satisfactory to both parties. If no such solution is found (to be determined at the discretion of each party), both parties have the right to immediately cancel the Agreement and the Company’s participation in the Event by written notice without any party being liable in any way to the other party for any loss, damage, costs and interest. Any payments already made to Rose INTERNATIONAL, will be refunded to the Company.

7.2. The Company may request in writing full or partial cancellation of his stand space or sponsoring item(s). Only cancellations confirmed by Rose INTERNATIONAL in writing will be accepted and the following cancellation fees will apply to the cancelled space (m²) and/or sponsoring item(s):

- if the cancellation takes place at least 180 calendar days before the first Event day, 50% of the confirmed fees is payable by the Company.
- if the cancellation takes place between 120 and 180 calendar days before the first Event day, 75% of the confirmed fees is payable by the Company.
- if the cancellation takes place within 120 calendar days before the first Event day, the confirmed fees are payable in full by the Company.
- Above cancellation fees do not apply to corporate satellite room rental and AV package fees, and hospitality room rentals. These fees remain payable in full. Services ordered by the Company directly from the venue for the stand, a corporate satellite or hospitality room are subject to the cancellation policy of the venue.

Changes of dates, times, location or concept of the Event and/or the Conference, as well as changes of the stand space allocated to the Company, the design and size of

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the Company’s stand, the Company’s stand location or sponsorship items may be dictated by the Board of the Society/Association under whose umbrella the Conference is being organised. RISE INTERNATIONAL will communicate such changes to the Company. The Company must adhere to the changes and is not entitled to terminate the Agreement, to cancel his participation in the Event or to any other (legal) rights (such as a right to claim damages). Agreed fees remain payable in full.

7.4. If a Company has not taken up the allocated stand space in due time as indicated in the Exhibitors Manual or if it is clear prior to this time that the Company will not be taking up his stand space, this space may be made available by RISE INTERNATIONAL to other companies without notice. In such cases, the agreed fees remain payable in full and the Company is not entitled to any legal right, including any right to claim compensation of any kind.

8. TERMINATION

8.1. If and as soon as:
(i) the Company fails to meet one or more of its obligations under these General Conditions (including, without limitation, the obligations set out in section 3, 4 and 12) or any agreement with RISE INTERNATIONAL (including any payment obligations), in time, in full, properly or at all;
(ii) a force majeure situation, as set out in section 11.1, occurs; or
(iii) the Company is declared bankrupt, requests or obtains a moratorium or a suspension of payment or otherwise loses or has lost his capacity to dispose of (parts of) his property or the Company (partly) ceases to continue his business,

RISE INTERNATIONAL will be entitled to immediately terminate (in Dutch: ontbinden) the Agreement in full or in part (at its discretion) by way of a written notification, without any prior notice of default or any court intervention being required and without being liable in any way to the Company for any loss, damage, costs and interest and notwithstanding any legal right of RISE INTERNATIONAL, such as its right to claim full compensation of damage.

8.2. The right of the Company to dissolve (in Dutch: ontbinden) the Agreement pursuant to article 6:365 Dutch Civil Code is excluded.

9. REMOVAL OF COMPANY AND ITS STAND FROM THE VENUE

9.1. During the Event and the Conference, at RISE INTERNATIONAL’s first demand, the Company is obliged to comply with the obligations resting with him under these General Conditions (in particular, but not limited to, section 3 and 4) or any agreement with RISE INTERNATIONAL, as well as with the instructions of RISE INTERNATIONAL or officials responsible for the maintenance of order and safety of the Event and/or the Conference. If the Company does not comply with any of said demands or instructions (to be determined at the discretion of RISE INTERNATIONAL) or if RISE INTERNATIONAL terminates the Agreement in accordance with section 8.1, RISE INTERNATIONAL may demand that the Company closes his stand and/or terminates his sponsoring activity within an hour and leaves the venue where the Event is held. The Company is excluded from taking part in and attending the Event for the entire remainder of its duration. The Company is obliged to pay any and all costs in connection with the removal of the Company and its staff from the venue and with bringing the stand space made available to the Company back in its original condition, notwithstanding any other (legal) right of RISE INTERNATIONAL, such as its right to claim full compensation of damage. The Company may not claim a refund for the period during which he is not allowed to participate in the Event, nor can he make any claim for compensation of damage.

9.2. In case the Company has not removed his stand and/or exhibits at the end of the Event and/or the Conference in accordance with these General Conditions and/or the Exhibition Manual, RISE INTERNATIONAL is entitled to dismantle the stand, bring the stand space made available to the Company back in its original condition and to have the stand and the Company’s properties stored at the Company’s expense. RISE INTERNATIONAL may retain these properties as security for all fees payable by the Company to RISE INTERNATIONAL or to its suppliers as a result of the Company’s failure to comply with his obligations until the moment the Company has fully fulfilled its financial obligations towards RISE INTERNATIONAL and its suppliers. If the amount payable to RISE INTERNATIONAL has not been settled within 30 days of the Company’s stand and/or goods being stored, RISE INTERNATIONAL is hereby explicitly authorized by the Company to dispose of the goods by public or private sale. After deduction of all debts payable to RISE INTERNATIONAL and its suppliers, including costs incurred, damage suffered and any fines imposed, the balance will be paid to the Company. If the actual costs exceed the amount generated by the sale of the goods, the Company will be bound to pay the remaining amount.

10. LIABILITY

10.1. The Company takes part in the Event entirely at his own risk. The Company indemnifies RISE INTERNATIONAL against all costs and damage (including third party claims) incurred by RISE INTERNATIONAL in connection with the Company’s participation in the Event, any infringement by the Company of a third party’s intellectual property rights, or with any failure by the Company to comply with its obligations under these General Conditions (including, without limitation, section 3, 4 and 12) or an agreement with RISE INTERNATIONAL.

10.2. The Company is obliged to take out adequate insurance for all normal commercial risks, and in respect of any potential liability it may incur in connection with the Agreement and its participation in the Event, with a financially sound and reputable insurer, at its own costs. If so requested by RISE INTERNATIONAL or the venue where the Conference will be held, the Company must submit proof of such insurance.

10.3. RISE INTERNATIONAL accepts no responsibility whatsoever for damage or costs incurred by the Company as a result of his presence at or participation in the Event, including loss of, or damage to, the Company’s goods.

10.4. The liability of RISE INTERNATIONAL for any attributable breach of its obligations under the Agreement is limited to the amount actually paid out by RISE INTERNATIONAL’s insurer, RISE INTERNATIONAL’s liability is limited to the amount received from the Company under the Agreement. RISE INTERNATIONAL cannot be held liable on any other legal ground, including, without limitation, for an unlawful act against the Company, except where RISE INTERNATIONAL’s liability results from intentional or deliberate recklessness of the directors of RISE INTERNATIONAL or of executive officers forming part of the management. Under no circumstances can RISE INTERNATIONAL be held liable for consequential loss, indirect damage, loss of profits and sales, lost savings and reputation damage.

11. FORCE MAJEURE

11.1. If performance of the Agreement by RISE INTERNATIONAL is fully or partly, permanently or temporarily prevented by a circumstance beyond RISE INTERNATIONAL’s reasonable control – even if such circumstance could already have been foreseen at the time of entering into the Agreement –, including, without limitation: a pandemic, natural disaster, strikes, riots, governmental actions and measures, a decision by the Board of the Society/Association under whose umbrella/responsibility the Conference is being held (including a decision resulting in cancellation of the Conference and/or the Event), RISE INTERNATIONAL cannot be held liable for such failure to perform its obligations.

11.2. If the Event is cancelled due to circumstances beyond RISE INTERNATIONAL’s reasonable control, as set out in section 11.1, RISE INTERNATIONAL will reimburse payments received from the Company less a maximum of 15% of confirmed fees for costs incurred by RISE INTERNATIONAL while preparing the Event, cancellation fees of the venue and suppliers and other costs already incurred and/or connected with the cancellation. In such case, the Company is not entitled to claim compensation of any kind and agreed fees remain payable in full.

12. COMPLIANCE WITH INDUSTRY REGULATIONS, TRADEMARKS AND COPY RIGHTS

12.1. The Company declares that it will comply with all applicable legislation, regulations, standards and codes of practice of applicable international and national organisations of the relevant industry, such as but not limited to EFPIA, MedTech Europe, IFPMA.

12.2. The Company warrants that it does not infringe any third-party rights, such as trademark and copy rights.

13. AMENDMENT OF THE GENERAL CONDITIONS

13.1. RISE INTERNATIONAL may at its discretion amend or supplement these General Conditions at any time. RISE INTERNATIONAL will give the Company notice of any such amendments and will provide the Company with the new version of the General Conditions, which will apply 5 calendar days after said notification.

14. CANCELLATION

14.1. The invalidity, invalidation or ineffectiveness of one of the provisions contained in these General Conditions does not affect the validity of the remaining provisions. In the event that one or more provisions are become invalid, invalidated or ineffective, RISE INTERNATIONAL and the Company will record replacement provisions which are valid and which most closely match the content and purport of the invalid, invalidated or ineffective provision.

14.2. The Company’s rights and obligations under the Agreement are non-transferable.

15. APPLICABLE LAW AND DISPUTE RESOLUTION

15.1. The Agreement, these General Conditions, the Exhibition Manual, any other agreement and all contractual or non-contractual obligations arising therefrom or relating thereto are governed by the laws of the Netherlands.

15.2. All disputes relating to or arising from the Agreement, these General Conditions, the Exhibitors Manual, any other agreement and all contractual or non-contractual obligations arising therefrom will be submitted to the exclusive jurisdiction of the competent courts in The Hague, the Netherlands. In addition, RISE INTERNATIONAL may seek provisional relief from any court of competent jurisdiction.