



Brussels, April 2010

Dear Sir/Madam,

We are pleased to provide you with the Exhibition Services Guide for the 23<sup>rd</sup> ECNP Congress.

The purpose of this guide is to simplify the administration of the exhibitors' requirements for preparation of the stands, to inform you about the available services and to remind you of certain important dates and deadlines.

**Please take time to review this guide.** Each section contains important information, including preparation before the exhibition, installation, operating and dismantling information and important rules and regulations. Please read carefully the chapter on height restrictions, as there are differences from last year regarding free-build stands.

Please note that Amsterdam RAI Catering is a mandatory supplier and this company is obliged to follow the rules of HACCP and the Dutch food and drug act. For this reason you are not allowed to bring your own food or beverages into the exhibition hall or to arrange for their delivery by third parties without the express permission of the Amsterdam RAI Catering Management.

The official supplier, Amsterdam RAI Exhibitor Services, collects and monitors all supply orders through their web shop. Orders for exhibitor badges are collected by the organising secretariat Colloquium Brussels. Please complete all the compulsory orders in due time and note that services cannot be guaranteed for any order received after the deadlines.

We urge you to pay special attention to the services and order checklist at the end of this document. This outlines each element requiring your action and lists the corresponding deadlines.

If we can supply any additional information or be of further assistance, please do not hesitate to contact Stephanie Raymond ([s.raymond@clq-group.com](mailto:s.raymond@clq-group.com)) who will run the operational aspects of the exhibition.

We are pleased to have you exhibiting at the 23<sup>rd</sup> ECNP Congress and look forward to seeing you in August.

Silke Schlinnertz  
Project Manager  
direct e-mail: [s.schlinnertz@clq-group.com](mailto:s.schlinnertz@clq-group.com)

**23<sup>rd</sup> ECNP Congress organising secretariat  
Colloquium Brussels**

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## **EXHIBITION SERVICES GUIDE 23<sup>rd</sup> ECNP CONGRESS**

**28 August – 1 September 2010, Amsterdam, The Netherlands**

To be read in conjunction with the 23<sup>rd</sup> ECNP Congress Guidelines and the First Exhibition Information published on the congress website at <http://www.ecnp.eu/emc.asp?pageId=1749>

**Published: April 2010**

For all questions regarding the exhibition, please contact the organising secretariat:

**Colloquium Brussels**

6 Avenue E. Van Nieuwenhuyse

1160 Brussels

Belgium

phone: +32 2 777 01 88

fax: +32 2 779 59 60

e-mail: [organisingsecretariat@ecnp2010.eu](mailto:organisingsecretariat@ecnp2010.eu)

website: [www.colloquium-group.com](http://www.colloquium-group.com)

congress website: [www.ecnp.eu](http://www.ecnp.eu)

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## 1. ORGANISING SECRETARIAT 23<sup>rd</sup> ECNP CONGRESS

### Colloquium Brussels

6 Avenue E. Van Nieuwenhuysse

1160 Brussels

Belgium

phone: +32 2 777 01 88

fax: +32 2 779 59 60

e-mail: [organisingsecretariat@ecnp2010.eu](mailto:organisingsecretariat@ecnp2010.eu)

#### 1.a. Main contact person at the organising secretariat

**Silke Schlinnertz**  
Project Manager

phone: +32 2 777 01 88

e-mail: [s.schlinnertz@clq-group.com](mailto:s.schlinnertz@clq-group.com)

**Overall event management**

#### 1.b. Colloquium Brussels operational team (exhibitor and group relations)

**Stephanie Raymond**  
Assistant Project Manager

phone: +32 2 777 01 88

e-mail: [s.raymond@clq-group.com](mailto:s.raymond@clq-group.com)

**Exhibition management**  
**Exhibitor staff registration**

**Anne Lannoy**  
Registration Department

phone: +32 2 777 01 88

e-mail: [organisingsecretariat@ecnp2010.eu](mailto:organisingsecretariat@ecnp2010.eu)

**Group registration**

## 2. LIST OF OFFICIAL SUPPLIERS

Exhibition services at the 23<sup>rd</sup> ECNP Congress are provided by the organising secretariat, Colloquium Brussels, and designated official services suppliers. The company Amsterdam RAI Exhibitor Services has been appointed as the exhibition general contractor.

All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of the organisers. All services or materials supplied by these companies will be subject to an agreement between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the agreements they use. Therefore, the organisers do not accept any liability or responsibility for any act performed or committed by such suppliers.

Please note that exhibitors are also responsible for following the congress guidelines. Exhibitors may not order services or supplies that do not comply with these guidelines. It is the exhibitor's responsibility to be aware of the guidelines and to ensure that the services they order are in accordance with the congress guidelines.

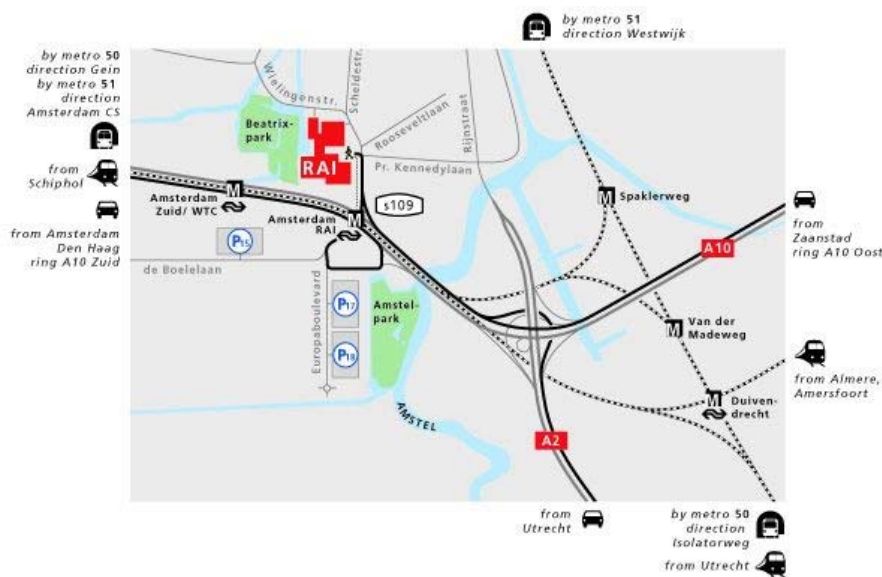
Service	Supplier & contact person	Address & website	Phone, mobile, fax & e-mail
Exhibition management	Colloquium Brussels <b>Stephanie Raymond (SR)</b>	6 Avenue E. Van Nieuwenhuysse 1160 Brussels, Belgium <a href="http://www.ecnp.eu">www.ecnp.eu</a>	phone: +32 2 777 01 88 fax: +32 2 779 59 60 e-mail: <a href="mailto:s.raymond@clq-group.com">s.raymond@clq-group.com</a>
Exhibitor staff registration	Colloquium Brussels <b>Stephanie Raymond (SR)</b>	6 Avenue E. Van Nieuwenhuysse 1160 Brussels, Belgium <a href="http://www.ecnp.eu">www.ecnp.eu</a>	phone: +32 2 777 01 88 mobile SR: +32 487 546 008 fax: +32 2 779 59 60 e-mail: <a href="mailto:s.raymond@clq-group.com">s.raymond@clq-group.com</a>
AV & computer equipment Carpeting Electrical connection Floral Furniture Stand equipment/fittings Stand catering Stand cleaning Internet Telephone/fax Temporary personnel (Hostesses, security, etc.)	<b>Amsterdam RAI Exhibitor Services</b>	Europaplein 22 NL 1078 GZ Amsterdam The Netherlands <a href="http://www.rai.nl">www.rai.nl</a>	phone: +31 20 549 1928 fax: +31 20 549 1964 e-mail: <a href="mailto:exhibitorservices@rai.nl">exhibitorservices@rai.nl</a>  Amsterdam RAI Exhibitor Services web shop available at: <a href="https://portal.rai.nl/ES_webshop_benstanden/Kalender.html">https://portal.rai.nl/ES_webshop_benstanden/Kalender.html</a>
Hotels	Colloquium Brussels <b>Ronny Vanderpooten (RV)</b>	6 Avenue E. Van Nieuwenhuysse 1160 Brussels, Belgium <a href="http://www.ecnp.eu">www.ecnp.eu</a>	phone: +32 2 777 01 88 e-mail: <a href="mailto:organisingsecretariat@ecnp2010.eu">organisingsecretariat@ecnp2010.eu</a>
Group registration	Colloquium Brussels <b>Anne Lannoy (AL)</b>	6 Avenue E. Van Nieuwenhuysse 1160 Brussels, Belgium <a href="http://www.ecnp.eu">www.ecnp.eu</a>	phone: +32 2 777 01 88 e-mail: <a href="mailto:organisingsecretariat@ecnp2010.eu">organisingsecretariat@ecnp2010.eu</a>
Lifting, forwarding, customs clearance, freight & shipping	CEVA <b>Mark de Keizer (MK)</b> <b>Ozkan Aksoy</b>	Volkerakstraat 61 a 1078 XP Amsterdam The Netherlands <a href="http://www.cevashowfreight.com">www.cevashowfreight.com</a>	phone: +31 20 587 44 66 fax: +31 20 587 44 77 mobile MK: +31 6 100 120 61 <a href="mailto:mark.de.keizer@cevalogistics.com">mark.de.keizer@cevalogistics.com</a>

### 3. VENUE

The 23<sup>rd</sup> ECNP Congress will be held at the Amsterdam RAI Exhibition & Convention Centre in the Netherlands. The RAI Exhibition & Convention Centre is one of the top congress venues in the city of Amsterdam. The Amsterdam RAI offers an outstanding combination of state-of-the-art facilities and excellent services.

#### Address:

**RAI Exhibition & Convention Centre**  
**Amsterdam RAI**  
Europaplein 22  
NL 1078 GZ  
Amsterdam  
phone: +31 20 549 12 12  
fax: +31 20 646 44 69  
website: [www.rai.nl](http://www.rai.nl)



#### Location

The congress venue is located south of the city centre and is easy accessible by public transport. The Amsterdam RAI train station is just a five-minute walk from the congress venue. The commute from the airport to the venue is approximately 15 minutes by train.

Distances to congress venue:

8 kilometres from Amsterdam Central Station

12-15 kilometres from the airport (15 minutes by car depending on traffic)

6 kilometres from the city centre

300 metres from the Station Amsterdam RAI (train)

For a map of the congress venue and transportation options please see the enclosures at the end of this document.

#### 3.a Contact person at the congress venue

Amsterdam RAI  
Exhibitor Services

phone : +31 20 549 1928

fax: +31 20 549 1964

e-mail: [exhibitorservices@rai.nl](mailto:exhibitorservices@rai.nl)

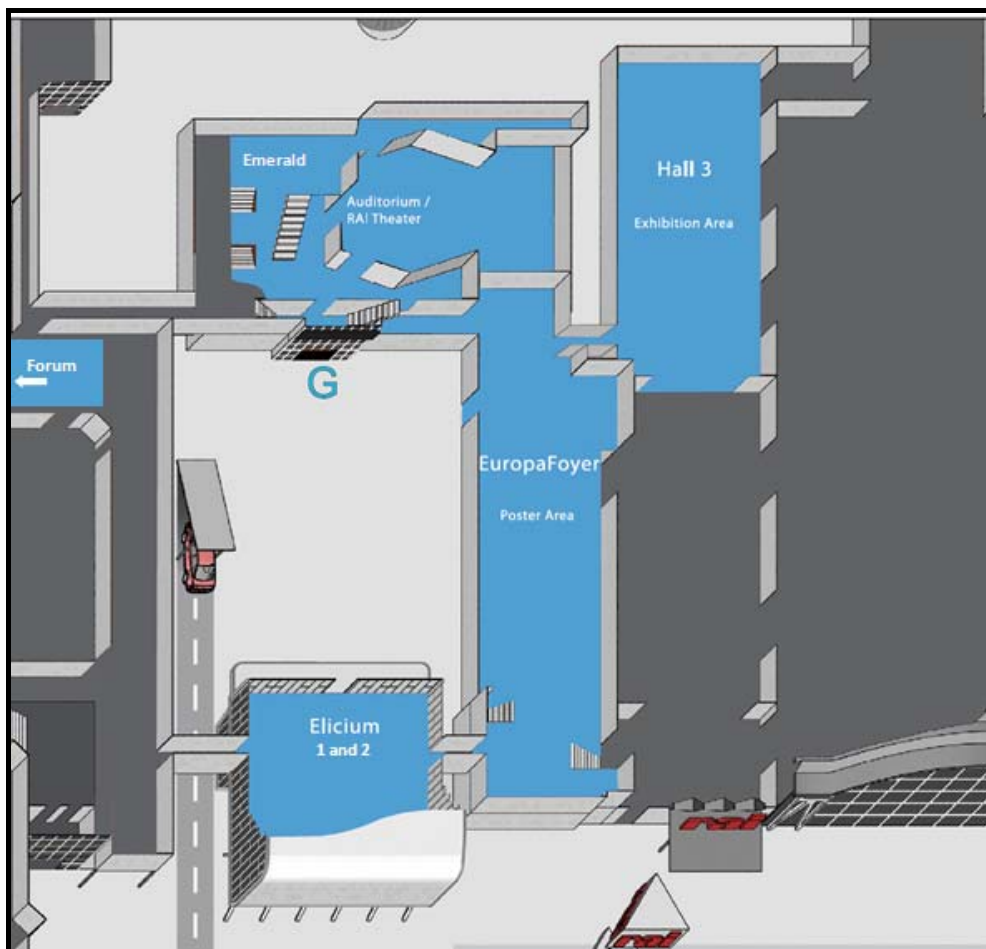
**General technical guidelines  
and site visits at the Amsterdam RAI  
Exhibition & Convention Centre**

**Logistics, operational support**

#### 3.b Site visits

If you wish to visit the venue before the congress, please contact Amsterdam RAI Exhibitor Services at the Amsterdam RAI Exhibition & Convention Centre, to schedule your visit.

### 3.c General space assignment at the 23<sup>rd</sup> ECNP Congress



#### Congress Building and Elicium

First Floor	Session rooms <ul style="list-style-type: none"> <li>- Elicium 1</li> <li>- Elicium 2</li> <li>- Emerald</li> </ul> Speakers' secretariat Press room
Ground floor	Session rooms: <ul style="list-style-type: none"> <li>- Auditorium</li> <li>- Forum</li> </ul> Main congress entrance & registration area Poster area <ul style="list-style-type: none"> <li>- Europa foyer</li> </ul> Delegates foyer <ul style="list-style-type: none"> <li>- Auditorium lounge</li> </ul> Exhibition hall <ul style="list-style-type: none"> <li>- Hall 3</li> </ul>
Second floor	Session rooms in Elicium <ul style="list-style-type: none"> <li>- D201</li> <li>- D202</li> <li>- D203</li> <li>- D204</li> </ul>



### 3.d How to reach the venue

#### From Amsterdam Airport Schiphol

##### **By taxi/car:**

Leaving the airport, follow the signs exit. Take the A4 (E 19) direction Amsterdam and follow for about 8 kilometres, then merge onto A10 direction A10 Ringweg Zuid (for about 3 kilometres). Take exit RAI (S109) and follow the signs RAI. The Amsterdam RAI Exhibition & Convention Centre will be on the left. The RAI has its own underground car parks. All the main motorways can be reached without difficulty from the orbital motorway. Numerous signboards indicate repeatedly to the RAI.

Overall duration of trip: approximately 15 minutes, depending on traffic.

The cost by taxi is approximately 30 - 35 euro, depending on traffic at specific times of day.

##### **By public transport**

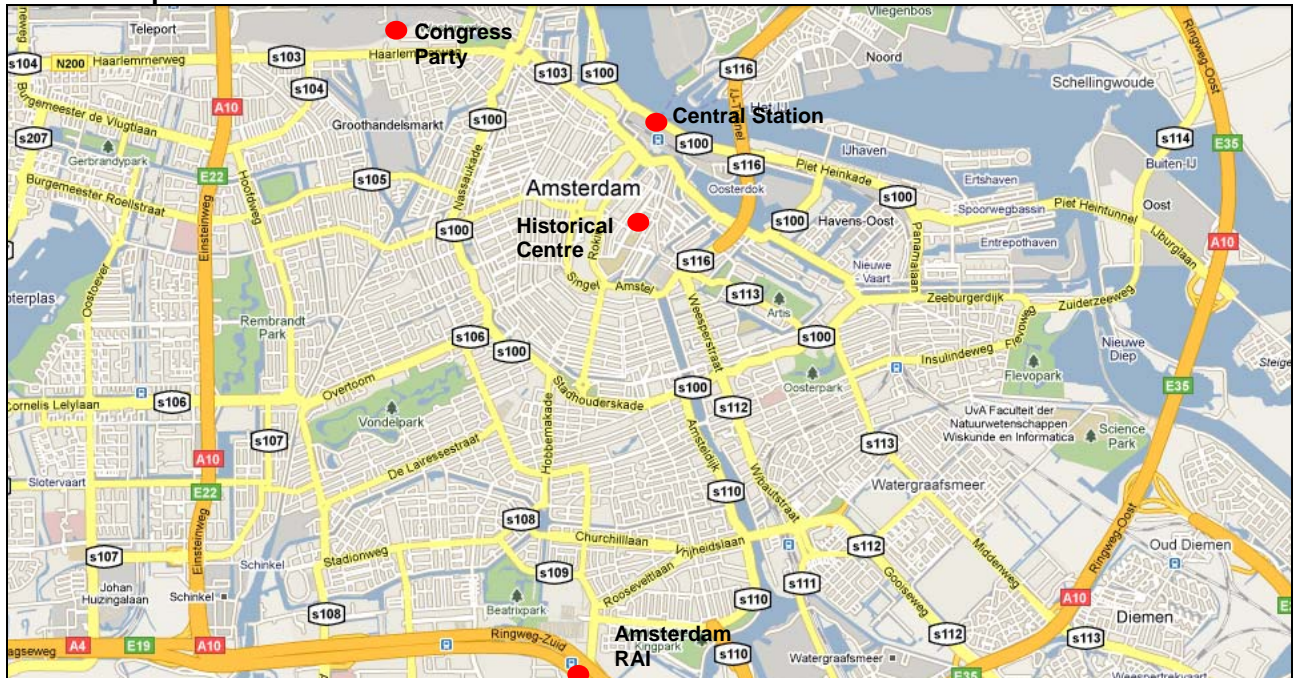
###### **Train**

Head to Schiphol train station and take the train in direction to Almere Oostvaarders or Hilversum. Leave the train at RAI train station. Journey time is 10 - 12 minutes. From there it is just a five-minute walk to the congress venue. Trains depart 4 times an hour from platforms 1, 2 or 3. The train station Amsterdam RAI is 300 metres from the RAI and has regular connections to all parts of the Netherlands, such as Schiphol, Rotterdam, Utrecht, The Hague and is also linked to the international train network.

###### **Tram/bus**

If you arrive at Amsterdam Central Station (CS), you can take the Amstelveen express tram 51 (travelling time: 12 minutes, exit at the Amsterdam RAI station) or tram 4 (travelling time: 30 minutes, exit at the RAI Europaplein). If you are travelling by train to the Amstel station, you can take the Amstelveen express tram 51 (travelling time: 5 minutes) or the bus (route 15, 69 or 169), which will bring you to the RAI within 10 minutes. In this case you should get off at RAI Europaplein. From Amsterdam Sloterdijk station, the best way to reach the RAI is with express tram 50. Amsterdam RAI is also in short distance of a tram stop on line 24 and 25, the exit is Ferdinand Bolstraat (opposite Okura Hotel) and you can reach the RAI by walking through the Scheldestraat (8 minutes) to the RAI.

#### General map of Amsterdam



## 4. EXHIBITION GENERAL INFORMATION

### 4.a Introduction

Companies and organisations working in the field of neuropsychopharmacology, neuroscience and other closely related disciplines are invited to present their services, products and/or literature at the medically oriented exhibition, which will be held simultaneously with the congress from Sunday 29 to Tuesday 31 August 2010.

The exhibition organisers are the ECNP and the organising secretariat, Colloquium Brussels, hereinafter called organisers.

The exhibition will take place in Hall 3 of the Amsterdam RAI Exhibition & Convention Centre.

Tea, coffee and lunch will be served in the direct proximity of the exhibition area, thus ensuring maximum contact between exhibitors and participants.

### 4.b List of exhibitors (as of April 2010)

Company (in alphabetical order)	Stand number
Actelion	10
Angelini ACRAF Spa	5
APA - American Psychiatric Association	14
AstraZeneca	9
Bristol-Myers Squibb	6
CINP – Collegium Internationale Neuropsychopharmacologicum	11
Eli Lilly and Company	7
Elsevier	16
EPA - European Psychiatric Association	12
H. Lundbeck A/S	1
Healthcomm T/A Wounds	14
Janssen-Cilag EMEA	2
Karger	15
Pfizer Inc.	3
Schering Plough/Merk & Co. Inc.	4
Servier	8
Wisepress	17

### 4.c Exhibition price overview

Type of exhibitor	Price* per m <sup>2</sup>	Services included
Commercial companies	700 euro / m <sup>2</sup> (excl. VAT 19%)	<ul style="list-style-type: none"><li>• Stand space only</li><li>• Company name mentioned in the congress programme</li><li>• Cleaning of the aisles and public areas within the exhibition area</li><li>• A number of free exhibitor badges, depending on stand size (see page 25)</li><li>• A number of free congress participant badges, depending on stand size (see page 25)</li><li>• One congress bag per company</li></ul>
Publishers/booksellers	275 euro / m <sup>2</sup> (excl. VAT 19%)	

\*Please note that there is a minimum of 9 m<sup>2</sup> per order of exhibition space

### 4.d Exhibition timetable

As a courtesy to the participants and your fellow exhibitors, the ECNP requests strict adherence to the exhibition opening and closing hours.

Exhibitors may enter the exhibition 1 hour before the opening of the exhibition each day.

<b>Build-up dates and hours</b>	
Thursday 26 August 2010	08.00 - 22.00 (free build stands)
Friday 27 August 2010	08.00 - 22.00 (free build stands)
Saturday 28 August 2010	08.00 - 15.00 (free build stands)  08.00 – 12.30 (shell scheme stands)
<b>Exhibition opening dates and hours</b>	
Sunday 29 August 2010	09.00 - 17.00
Monday 30 August 2010	09.00 - 17.00
Tuesday 31 August 2010	09.00 - 17.00
<b>Dismantling dates and hours</b>	
Tuesday 31 August 2010	17.30 - 22.00 (free build stands and shell scheme stands)
Wednesday 1 September 2010	07.00 - 16.00 (free build stands only)

## 5. STAND INFORMATION

A choice of shell scheme or free-build (space only) stands is offered to exhibitors. Allocated space is hired on the basis of stand space only. Stand space is defined as square metres (m<sup>2</sup>) up to the maximum height as indicated under height restriction. Stand constructions must in no way be obstructive and the openness of individual stands and the exhibition in general is aimed for. Stands should be transparent. Only single story stands are allowed. All stands must have a solid back wall. The final decision rests with the organisers.

### 5.a Free-build stands

Allocated space for free build stands is on the basis of stand space only. Stand space is defined as floor square meters (m<sup>2</sup>) up to the maximum height as indicated under height restrictions. Stand services are at the exhibitors' expenses.

#### Exhibition space dimensions

The exhibition space dimensions have been communicated to exhibitors together with the allocation of space in April 2010. For dimensions of aisles, pillars and location of emergency exits please refer to the enclosed exhibition floor plan.

#### Height restrictions

The maximum stand height in the exhibition area is 4 metres. However, 25% of the stand construction may exceed this maximum with an ultimate height of 5 metres. This maximum height should include the technical floor of the stand, any lighting and/or lighting fixtures. Please note that stands higher than 2,75 metres will be approved pending also approval from the Amsterdam RAI.

#### Stand drawings

Stands may not be constructed without the organisers' written approval. All free-build stand exhibitors must supply Colloquium Brussels with two sets of drawings showing the proposed layout of their stand and all dimensions in both plan and elevation for official approval. The drawings must show the name of the company as well as the stand number. All working layout plans should be to reasonable scale, but not less than 1:100 and should include:

- Identification of walling, raised platforms, machinery, store rooms and special structures
- Description of materials used in the construction of the stand
- Specifications of machines/and or special equipment
- Lighting and lighting fixtures

**Deadline to submit stand drawings to the organising secretariat: 14 May 2010. Exhibitors will be advised of the official approval and/or of modifications that must be made to the drawings via e-mail by latest 21 June 2010.**

Electronic plans are preferred; please send your stand drawings in PDF format by e-mail to Stephanie Raymond at [s.raymond@clq-group.com](mailto:s.raymond@clq-group.com).

For exhibitors who choose to build their own stand (free-build stands), stand construction and stand services are at the exhibitor's expense.

### 5.b Shell scheme stands

Please note that wall panels are required for shell scheme stands. Standard shell scheme stands do not need special approval prior to set up as long as these shell scheme stands are hired through the official stand builder appointed by the organisers. However, if you will bring your own stand/panels, you are required to submit a photo of the constructed stand to the organisers for approval. Please send the photos to Stephanie Raymond at [s.raymond@clq-group.com](mailto:s.raymond@clq-group.com).

A basic shell scheme package is available to exhibitors. All stand equipment for shell scheme stands, including walls and fittings, electrical installations, carpeting and lettering as well as any additional material can be ordered via the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

**Deadline to order shell scheme stands: 30 June 2010.**

## **Carpeting**

Carpeting is required for all shell scheme stands. If you fail to order carpeting for your stand, the exhibition manager will order carpeting for your stand and the carpeting supplier will invoice the exhibitor directly for all charges and late order fees. Carpeting will be provided in the aisles and general areas of the exhibition hall (blue) and in the catering area (beige).

## **Height restrictions**

The maximum building height for shell scheme stands is 2.50 metres.

## **Interior stand fitting**

Please remember that no item of interior display may extend beyond the limits of the stand or above the height of the dividing walls. There must also be no alteration or adjustment to any part of the shell scheme structure.

If you wish to attach materials to your shell scheme such as posters, graphics and/or material we suggest the use of adhesive materials or chains that do not damage any stand part. Any damage incurred to panels or to other part of the stand will be charged to the exhibitor.

## **5.c Structural integrity and other regulations**

All exhibit displays should be designed and erected in a manner that will withstand normal contact or vibration caused by neighbouring exhibitors, hall labourers or installation/dismantling equipment such as forklifts. Displays should also be able to withstand moderate wind effects that may occur in the exhibit hall when freight doors are open.

Exhibitors should ensure that any display fixtures such as tables, racks or shelves are designed and installed properly to support the product or marketing materials to be displayed upon them.

All entrances, exits, aisles, stairways, lobbies and passageways shall be unobstructed at all times. Exhibitors may not place their materials in the floor space of other exhibitors or common areas of the exhibition. Common areas must remain unobstructed at all times in order to allow the free flow of traffic. It is forbidden to keep empty packaging, excess printed material and advertising material more than necessary for a daily consumption. Items must not be stored behind stands/between inner and outer walls or areas under raised platforms. All exit doors shall remain unobstructed at all times. Exit signs, manual pull stations, fire department handsets, fire hose cabinets and portable fire extinguishers shall not be obstructed in any manner.

All materials used in the construction of stands and stand interiors must comply with the Dutch Fire Regulations (hardly combustible, low smoke emissions). All materials used in display construction or decorating should be made of fire retardant materials and be certified as flame retardant. Samples should also be available for testing. Materials that cannot be treated to meet the requirements should not be used. A flame proofing certificate should be available for inspection. All public safety laws and fire prevention regulations must be observed. Moreover, the exhibitor agrees to permit the adoption of all control and safety measures established by the organisers, the Municipal Government of Amsterdam or by the management of the Amsterdam RAI Exhibition & Convention Centre.

All fire hose cabinets, fire extinguishers, pull stations and emergency exits, including those inside an exhibition space, must be visible and accessible at all times.

Stoves, cooking facilities, electrical heaters or other similar electrical appliances inside the hall are forbidden. Any machinery that creates dust, shavings, and dangerous or irritating omissions must be fitted with an extraction system.

Use of the following inside the building is subject to regulations laid down by the Municipal Fire Brigade and the Amsterdam RAI's Technical service:

- Compressed or liquefied gases
- Fire-accelerating liquids

The use of open fire demonstrations is not allowed.

Before initiating the stand and in order to avoid damaging to the floor, it is recommended to cover the entire surface area of the stand with carpet.

The construction of stands with construction materials or adornments that contain products such as cement, sand, plaster, tile, brick or any other similar material are prohibited.

It is also prohibited to drill, use glue or any other adhesive that can be difficult to remove from the structure of the Amsterdam RAI Exhibition & Convention Centre.

No items may be placed on the walls and seats, they must be correctly put into a pile wherever the security of the Amsterdam RAI Exhibition & Convention Centre authorises. No item may be dragged unless a carpet is placed under it.

Electrical and other mechanical apparatus must be muffled so that the noise does not disturb other exhibitors or other areas of the congress centre.

During set up with paint, varnishes or dissolvent, the area must be covered by plastic. When a weld is necessarily, the organisers should be advised and some instruction including a fire extinguisher will be given.

The Amsterdam RAI Exhibition & Convention Centre will not be responsible for any item or material that has not been removed once the event is finished. The Amsterdam RAI Exhibition & Convention Centre will proceed to remove the items and the exhibitor will be charged for the expense of this removal service.

The exhibitor agrees to permit the adoption of all control and safety measures established by the organisers, the Municipal Government of Amsterdam and by the management of the Amsterdam RAI Exhibition & Convention Centre.

The exhibitor agrees to observe the norms in force on safety, and particularly the maximum capacity of the halls and rooms, emergency exits and fire prevention measures. In no case may any flammable material or object be introduced in the exhibition. In no case may any access fire exit or fire hydrant be blocked. (Please refer to the floor plans to see the location of these items).

Workers must remain in the areas where they work, and avoid going through any other different place in the Amsterdam RAI Exhibition & Convention Centre.

It is compulsory to use a harness when performing high-risk jobs: working on high places or places where it would be easy to fall.

The exhibitor must ensure that the companies working on their behalf during the build-up, exhibition opening hours and break-down (contractors, decorators, audio-visual, catering, hostesses and other companies) are aware of the strict legislation in regard to safety and hygiene. They will respond to the damages, which might be caused by accident where there is fault or negligence, leaving the Amsterdam RAI Exhibition & Convention Centre exempted from the same.

### **Safety measures and access**

The location of any fire-fighting material such as fire hoses and fire alarms, as well as access to emergency exits, must be strictly respected at all times, even when these fall within a contracted space or stand area. Access to service areas, cables, socket outlets and fuse boxes must also be respected at all times.

For purposes of safety and in compliance with the rules of the Amsterdam RAI Exhibition & Convention Centre, fire extinguishers will be provided by the organisers in the display areas and placed as regulations require.

### **5.d Electricity supply**

All exhibitors are requested to complete the online order form through the Amsterdam RAI Exhibitor Services web shop to specify their electricity needs. The exhibitor services department will provide specific feedback on a case by case basis to exhibitors if needed. The application for a power supply will only be processed once a stand drawing with clear indication of the location of the power connection has been received.

Any electrical installations that take place at the Amsterdam RAI Exhibition & Convention Centre must meet the local requirements and must be approved by Amsterdam RAI Exhibitor Services, who is the official mandatory service provider of electrical installations and the only company authorised to perform electrical installations at the 23<sup>rd</sup> ECNP Congress. They will conduct a safety inspection of all electrical installations.

The electricity for all exhibition stands will be supplied by the Amsterdam RAI Exhibitor Services and has the following characteristics:

- 1 to 3 kW – 230 V
- 3 kW and higher – 400V

The Amsterdam RAI Exhibition & Convention Centre reserves the right to limit the power supply in the interests of general safety to prevent overloading or for the protection of the cables and other installations of the venue.

Exhibitors and visitors of the Amsterdam RAI Exhibition & Convention Centre are obliged to keep a power factor in between 0.90 and 1.

As the Amsterdam RAI Exhibition & Convention Centre is dependent on the Public Electricity Board for its power, it can in no way be held responsible for inconsistencies in the supply caused by accidents, power shortages or power cuts, beyond its control.

The Amsterdam RAI Exhibition & Convention Centre is not responsible for providing any kind of material needed by exhibitors that functions on a direct current (DC) or any other kind of current that differs from the general supply, that being 220V or 400V. The exhibiting company is directly responsible and the use of a direct current line requests a prior authorisation from both the Office of the Director of Technical Affairs and the Maintenance Department of the Amsterdam RAI Exhibition & Convention Centre.

Please contact the Amsterdam RAI Exhibitor Services to request your special authorisation.

### **Electrical connections**

Connections will be made from the high safety power outlet deemed most appropriate by the venue's on-site technician, to ensure the best use of the electrical network.

It is obligatory to use conductors or cables that are fireproof with an insulating voltage rating of 1000V. These cables must not under any circumstances be spliced or "taped off".

The exhibiting company must supply an electric box (or fuse box), which should be placed on the stand as near to the appropriate socket outlet as possible. Exhibitors may bring their own fuse box, but must notify Amsterdam RAI Exhibitor Services about this via email. The electric box should have a minimum of the following characteristics:

- A general differential switch, 30miliAmp-sensitive and with a calibre or rating of no less than the power of the General Magneto thermal switch.
- Magneto thermal switch to protect the line/lines that have been installed.

The exhibiting company must be able to guarantee the safe and proper working order of the electric box/fuse box by ensuring that it is of the right size and technical conditions. It must be fixed to a structural feature of the exhibition stand and cannot be placed at floor level.

### **Distribution of electricity to stands**

- Conductors or cables used must have a minimum cross-section of 2.5mm<sup>2</sup>, must be fireproof and must have an insulating voltage rating of 1000V.
- Connections, splices and "tapping off" can only be done using the terminals located inside the electric box/fuse box.
- Metallic structural features of exhibition stands must always be grounded.

### **Supply from electric boxes and service ducts**

Phone lines and electric cables will run at floor level from the appropriate service ducts to the location in the stand requested by the exhibitor. The exhibitor must send a plan indicating the exact location where these items should be connected before the start of the event. Should the exhibitor not specify the exact location for these items, they will be installed in the place deemed most appropriate by the official supplier.

### **Deadlines for orders and documentation**

The deadline for ordering electrical supply is 30 June 2010. For a complete list of deadlines, please see page 28 of this document. For any extra orders during build up, please go to the Exhibitor Services desk.

### **5.e Disabled persons facilities**

The congress venue is equipped with disabled persons' facilities (appropriate access to session rooms, lifts to access the different levels, disabled persons' restrooms on each floor of the building, parking for disabled persons).

Please ensure that your stand and exhibits are equally accessible to people with disabilities as well as to people without disabilities. Any stand with a platform should provide an appropriate access ramp.

#### **5.f Staffing of stands**

Exhibitors must ensure that their stands are staffed and open throughout the opening hours of the exhibition and must wear their badges at all times.



## **6. EXHIBITION RULES AND REGULATIONS**

### **6.a Adherence to rules, regulations and guidelines**

All companies involved in the 23<sup>rd</sup> ECNP Congress should adhere to the ECNP Congresses and Pharmaceutical Companies Guidelines (published October 2009, see also the ECNP website [www.ecnp.eu](http://www.ecnp.eu)) sent out by the ECNP Office and the rules and regulations as stated in this document as well as to the internal guidelines of the Amsterdam RAI Exhibition & Convention Centre (see enclosures).

In order to achieve an efficient flow of information it would be appreciated if you could provide this information to all persons involved in the 23<sup>rd</sup> ECNP Congress within your own company as well as to agencies working on your behalf. In case you did not receive the guidelines, please download the document from the website at <http://www.ecnp.eu/emc.asp?pagelid=1749>.

### **6.b Adherence to laws**

It is the exhibitor's responsibility to adhere to any laws applicable in the country where the ECNP Congress is being held. The organisers accept no responsibility whatsoever for any transgression of such laws by exhibitors at the 23<sup>rd</sup> ECNP Congress.

### **6.c Governing law, competent court**

The law of The Netherlands shall be applicable to the whole contractual relationship between the organisers and exhibitors, which includes - but is not limited to - the first exhibition information, exhibition application form and the exhibition services guide and all other agreements.

Any disputes which should arise as a result of the agreements are subject to the adjudication of the competent court of jurisdiction in The Netherlands.

Participation in the exhibition of the 23<sup>rd</sup> ECNP Congress implies acceptance of these conditions.

### **6.d Liability and indemnification**

The exhibitor will be fully responsible for any claims, liabilities, losses, damages, or expenses relating to or arising out of any injury to any of the exhibitor's personnel or to any other person or any loss or damage to any property of the exhibitor or any other property where such injury, loss or damage is incident to, arises out of, or is in any way connected with the exhibitor's participation in the exhibition programme of the 23<sup>rd</sup> ECNP Congress.

Moreover, the exhibitor shall protect, indemnify, hold harmless and defend the organisers and their employees from and against any and all such claims, liabilities, losses, damages and expenses. The exhibitor further waives any claim against the organisers, their officers, directors, agents, and suppliers, arising out of oral and written publication or republication of any statement made in connection with the 23<sup>rd</sup> ECNP Congress concerning the exhibitor or his/her exhibits, products or services. The foregoing does not apply to claims arising from gross negligence or wilful misconduct on the part of the organisers or any person or object for which the organisers can be held liable under Dutch law.

### **6.e Disclaimer**

For reasons beyond their control (such as war, strikes, lockouts, riots or any such civil disturbances, any acts of God, including but not limited to earthquakes, floods and droughts and any other cause or circumstance of whatsoever nature beyond its control that have an impact on the arrangements, timetables or planning of a scientific meeting), the 23<sup>rd</sup> ECNP Congress and/or its agent Colloquium Brussels and/or its agents have the right to immediately alter or cancel the congress or any of the arrangements, timetables, plans or other items relating directly or indirectly to the 23<sup>rd</sup> ECNP Congress. The participants shall not be entitled to any compensation for damages that result from such alteration or cancellation.

Furthermore, with the exception of any wilful damage or gross negligence committed by the 23<sup>rd</sup> ECNP Congress and/or its agent Colloquium Brussels and/or its agents, neither the 23<sup>rd</sup> ECNP Congress nor its agent Colloquium Brussels and/or its agents shall at any time be liable for any direct or indirect damage suffered by the participants, including consequential and immaterial damage, caused by failure to comply with any provision of this document.

## 6.f Insurance

Although every reasonable precaution will be taken to protect the exhibitor's property whilst on display at the exhibition during the 23<sup>rd</sup> ECNP Congress, it must be clearly understood that the exhibitor takes part in the exhibition entirely at his or her own risk. Furthermore, with the exception of wilful damage or gross negligence on their part, the 23<sup>rd</sup> ECNP Congress and/or its agent Colloquium Brussels and/or its agents, the management of the Amsterdam RAI Exhibition & Convention Centre, the local authorities, and the designated official service suppliers accept no liability for any loss or damage sustained or occasioned from any other cause. It is highly recommended that all exhibitors carry the proper individual medical travel and health insurance.

Furthermore, all exhibitors should carry a proper liability insurance, as the exhibiting company is responsible for all personal injury or damage to property arising in connection with the construction and dismantling of the exhibition stand on anything permitted, omitted or done thereon or therefrom during the period of exhibition or the construction and dismantling periods of the 23<sup>rd</sup> ECNP Congress, with the exception of personal injury or damage to property to third parties which is caused by the ECNP or any person or object for which the ECNP can be held liable under Dutch law.

The exhibitor formally declares that his staff is insured, and covered by social security and other labour and tax obligations foreseen in the legislation in force, exempting the Amsterdam RAI Exhibition & Convention Centre from any possible claim or involvement in these matters.

## 6.g Miscellaneous

In addition to these rules and regulations, the terms and conditions, important notes and technical guidelines mentioned in the exhibition services guide, as well as the internal regulations of the Amsterdam RAI Exhibition & Convention Centre apply. In the event of a dispute, the decision of the organisers is final.

## 6.h Audio-visual equipment

The use of microphones/audio-visual equipment is permitted, but the volume must not be such as to cause annoyance to other exhibitors. The organisers reserve the right to prohibit the use of such equipment if in the organisers' opinion any annoyance is being caused.

## 6.i Stand activities

As stated in the guidelines of the ECNP it is appreciated if companies endeavour to organise medically oriented exhibits.

Exhibitors are permitted to demonstrate the company's equipment and to make informational presentations regarding the product line or service in the stand. Demonstration areas must be indicated on your stand plans and, where necessary, must include soundproofing within the construction of this area. Plans must also show any proposed queuing and viewing areas within the stands. Any other attention getting devices must be approved by the organisers, prior to the start of the congress.

Only such activities, which, in the opinion of the organisers, are kept in line with medically oriented exhibits, will be permitted. The organisers reserve the right to end activities or to close the stand.

Apart from the exhibition stands, companies will not be permitted to distribute or mount any material at the venue of the 23<sup>rd</sup> ECNP Congress. Clothing etc. on which advertisements appear are considered to be printed material and staff wearing such items should remain on the exhibition stand. In addition, the use of "living promotional material" outside the exhibition stand is not permitted, e.g. staff "helping" participants to read the signs or to find the satellite symposia, the exhibition or other company related matters. Printed materials in relation to the satellite symposia are subject to specific regulations detailed in the 23<sup>rd</sup> ECNP Congress Guidelines <http://www.ecnp.eu/emc.asp?pagelD=1749>.

## 6.j Obstruction of gangways and open spaces

Exhibitors will not be allowed to display exhibits outside their own exhibition stands. In addition, the organisers reserve the right to order changes to exhibition stands, which are in any way obtrusive. Any form of light projection, etc. outside the exhibition stands is not permitted. Aisles must be kept clear and free for passage at all times. Any exhibitor who does not abide by the rules is liable to have his or her stand closed by the organisers at the exhibitor's own expense and risk.

## 6.k Damage to the premises

Nails, screws or other fixtures may not be driven into any part of the premises including floors, nor may any part of the premises be damaged or disfigured in any way. If any damage occurs, the exhibitor responsible for such damage will be invoiced for any charges incurred.

## 6.l Smoking and catering

Please refrain from serving alcoholic beverages in the exhibition area and take note that the ECNP Congresses are non-smoking congresses.

It is not allowed to bring your own catering into the venue.

Please note that Amsterdam RAI Catering is a mandatory supplier and this company is obliged to follow the rules of HACCP and the Dutch food and drug act. For this reason you are not allowed to bring your own food or beverages into the exhibition hall or to arrange for their delivery by third parties without the express permission of the Amsterdam RAI Catering Management.

## **7. PAYMENT AND CANCELLATION POLICIES**

### **7.a Allocated exhibition space**

The organisers reserve the right to determine the eligibility of all exhibition stand space applications. The allocation of stand space does not mean that the organisers endorse or support the information provided at the exhibition stand.

The final stand assignment was sent out to exhibitors on 12 April 2010. Please note that the organisers' decision in this regard is final. Exhibitors are not allowed to sublet their assigned stand space.

### **7.b Cancellation of exhibition space**

Cancellation requests must be sent in writing to the organising secretariat, Colloquium Brussels. The effective date of the cancellation will be the date that the written notification was received by the organising secretariat.

An exhibitor's cancellation of stand space will result in the release of all assigned exhibitor and free congress participant badges.

In the event of cancellation, the following policy will apply:

- 50% of the total amount will be refunded for cancellations made before 1 March 2010
- 30% of the total amount will be refunded for cancellations made on or after 1 March and until 1 May 2010
- No refund for cancellations made on or after 1 May 2010

Refunds will be made after the congress.

### **7.c Payment terms and conditions**

Payments for exhibition services should be made according to the instructions mentioned on the enclosed order forms. Please note that services cannot be guaranteed without full payment received in due time.

### **7.d VAT**

The Dutch VAT rules and regulations are applicable when any order is sent to any local supplier. 19% Dutch VAT will be added on invoices from local suppliers. Please note that companies can reclaim the VAT and other taxable items only if their VAT number is written on the invoices. If applicable, please fill in your company's VAT number in the section "VAT number" on all order forms and documentation.

## 8. BUILD-UP AND DISMANTLING OF STANDS

Based on the experience of previous ECNP Congresses and the Amsterdam RAI Exhibition & Convention Centre the times indicated below should be sufficient for build-up and dismantling. However, exhibitors who expect to need more time to build-up/dismantle can officially request this by contacting the organisers.

The exhibition will open on Sunday 29 August at 09.00 hours. **Please note that the organisers will conduct the final inspection of the exhibition area on Saturday 28 August at 15.00 hours.** Therefore the stands must be built-up and cleaned before this date and time.

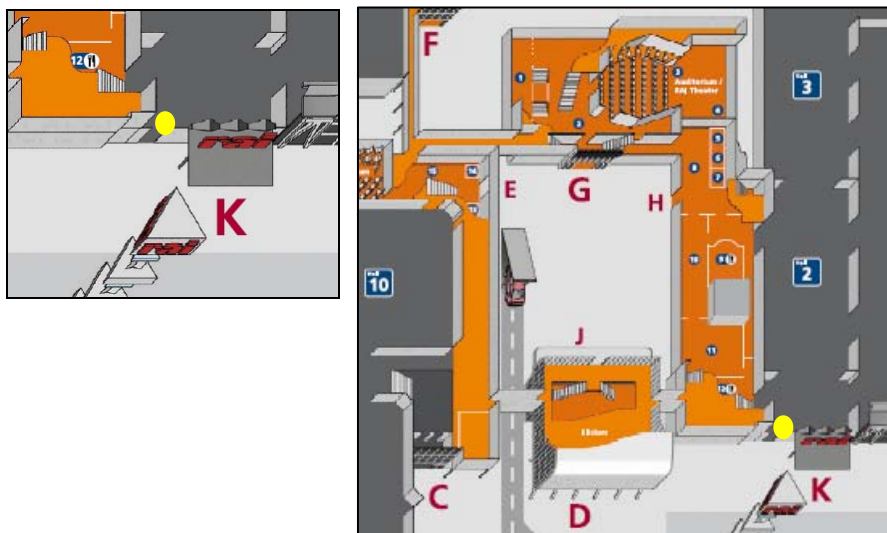
As a courtesy to the participants and your fellow exhibitors, the ECNP requests strict adherence to the exhibition opening and closing hours. Deliveries or removal of equipment must be made before or after exhibition hours. Dismantling before the official dismantling time at 17.30 on Tuesday 31 August is prohibited. As there will be scientific sessions until Wednesday 1 September, 11.05 hours, we kindly ask all exhibitors to limit any disturbance during these sessions as much as possible.

Exhibitors will be responsible for any charges incurred if the exhibition areas of the Amsterdam RAI Exhibition & Convention Centre are NOT cleared by the stated time of 16.00 hours on Wednesday 1 September.

Build-up		Dismantling	
Thursday 26 August 2010	08.00 - 22.00 (free build stands)	Tuesday 31 August 2010	17.30 - 22.00 (free build stands and shell scheme stands)
Friday 27 August 2010	08.00 - 22.00 (free build stands)		
Saturday 28 August 2010	08.00 - 15.00 (free build stands)	Wednesday 1 September 2010	07.00 - 16.00 (free build stands only)
	08.00 - 12.30 (shell scheme stands)		

### 8.a Exhibitor Services Desk

An Exhibitor Services Desk is located at the entrance of the Europa Complex (entrance K) and will be open during build-up to assist exhibitors with last minute orders and verification and adjustments of their orders for equipment, furniture and other auxiliary services. All exhibitors must pick up their contractor passes at the freight forwarder desk (CEVA) located at the entrance to the exhibition hall.



## 8.b Contractor passes

During the build-up and dismantling periods of the exhibition, all exhibitors and stand contractors are required to wear contractor passes. These passes are valid during build-up and dismantling only and will be supplied by the organisers free of charge. All vehicles delivering exhibits or stand-fittings must have a contractor pass. For security reasons, the contractor pass must be displayed in the vehicle at all times. Please indicate the number of passes you require using the order form included in the annexe of this document.

Please note that security staff will not allow you or your staff to enter the exhibition without a valid pass.

**Deadline to confirm order of contractor passes: 21 June 2010**

## 8.c Delivery of exhibits

As mentioned above, due to the expected congestion at the exhibition site, we strongly recommend you to ship your goods in advance to the CEVA consolidation warehouse. This will avoid the loss of valuable time during the build-up and dismantling period and ensures timely delivery of your goods to your stand.

If you intend to make arrangements for a direct delivery, you must contact CEVA to apply for an allocated time for delivery and collection. Vehicles will only be allowed in at the loading bay with CEVA's approval. Unannounced vehicles will not be allowed at the loading bay. This includes courier shipments, which **MUST** be shipped in advance to the CEVA warehouse. Please see the shipping instructions provided in the enclosures.

Exhibitors may not deliver their materials to the Amsterdam RAI Exhibition & Convention Centre before the official build-up time begins. Any goods received before this time will be turned away by the management of the Amsterdam RAI Exhibition & Convention Centre. Please contact CEVA to arrange your advance deliveries to the CEVA warehouse, deliveries to the Amsterdam RAI Exhibition & Convention Centre and storage of empties.

Exhibitors may build-up their stands from 08.00 hours during the three days of exhibition set-up (26, 27 and 28 August 2010). Please note that the hall will close for deliveries at 22.00 hours on Thursday 26 August and on Friday 27 August and at 15.00 hours on Saturday 28 August.

## 8.d Delivery entrance/access to the venue/forwarding

Direct deliveries with trucks to the venue are restricted. Direct shipments to the exhibition site will only be accepted during the build-up dates and hours, please use Entrance P9, Wielingenstraat for this purpose. Vehicles need to be removed immediately once these operations have been completed.

To avoid traffic congestion and to allow fast and smooth unloading, a pre-assigned unloading timeslot will be required for all trucks. All trucks arriving without a pre-assigned unloading timeslot will be unloaded once the full schedule has been completed.

Address for direct unloading:

**CEVA Showfreight bv  
Wielingenstraat P9  
1078 KK Amsterdam  
Netherlands**

The CEVA staff will direct the trucks to the unloading bay at the venue according to the schedule. If a truck does not arrive at the pre-assigned time, the timeslot will automatically be given to the next in the queue. Please note that under no circumstances can CEVA be held responsible for delays or waiting times of trucks.

Trucks coming directly to the congress venue, not respecting these regulations will not be allowed to unload and will be redirected to the marshalling yard. Please contact CEVA to obtain your pre-assigned unloading timeslot.

### Site restrictions

The measurements of the freight entrance to Hall 3 are as follows:

Height: 4.20 metres

Width: 6.30 metres

The space in front of the loading bay is limited so a strict unloading procedure will be applied for the congress. To avoid congestion, CEVA will control parking / unloading at the venue. Furthermore, note that

only CEVA will be permitted to use forklifts in the hall. All goods and materials should be removed at the end of the dismantling time.

**Access map (click for details) – Note that for trucks the Entrance is P9, Wielingenstraat**



### 8.e Floor loading capacities

The maximum weight allowed in the exhibition hall is 2000 KGs per square meter.

### 8.f Lorry park

The Amsterdam RAI Exhibition & Convention Centre does not have any parking for trucks, coaches or vans. For parking facilities close to the congress venue please contact CEVA.

### 8.g Courier delivery exhibits - shipments

All exhibitors using a courier delivery or road freight service for exhibits should send deliveries directly to the lifting contractor CEVA and NOT directly to the venue. CEVA will deliver the goods (that were sent to their advanced warehouse) to the stand by Thursday 26 August by 08.00 hours. This is at the cost of the exhibitor. Please contact CEVA before shipping. Please complete and return the order form provided in the enclosures.

Please ensure that all shipments are clearly marked with the following information:

- Exhibitor's company name
- Stand number & exhibition hall
- Contact person
- Mobile phone number of contact person

The official freight forwarder, CEVA, has supplied full marking and consigning instructions in the 23<sup>rd</sup> ECNP Congress Shipping Instructions, which are included inside this guide with the order forms.

### 8.h Maintenance and restocking of stands

Please note that the vehicle loading bays will not be open during the congress.

Deliveries or removal of equipment during congress and exhibition opening hours is not allowed. All necessary maintenance and restocking of stands should be carried out 1 hour before or after the exhibition hours.

### 8.i Dismantling and removal of exhibits and stand fittings

There will be a pre-set schedule for the return of empties as well as for uploading of the freight during the dismantling period to allow for a smooth process. The same rules, regulations and procedure for truck loading during the build-up will also apply during the dismantling.

It is the exhibitor's responsibility to remove all goods, materials and belongings at the conclusion of the event.

Dismantling of the exhibition will begin at 17.30 hours on Tuesday 31 August 2010 until 22.00 hours for free build stands and shell scheme stands. Dismantling will continue for free build stands on Wednesday 1 September 2010 from 07.00 to 16.00 hours. As there will be sessions until 11.05 hours on Wednesday 1 September 2010, we kindly ask all exhibitors to limit any disturbance during these sessions as much as possible.

Exhibitors will be responsible for any charges incurred if the exhibition areas of the Amsterdam RAI Exhibition & Convention Centre are NOT cleared by the stated time 16.00 hours on Wednesday 1 September 2010.

### **8.j Aisles**

All exhibitors and contractors on site are responsible for keeping the aisles clear at all times throughout build-up and dismantling times.

### **8.k Emergency procedure**

All exhibitors are requested to advise the organisers of the responsible contact person and of his or her substitute for emergency situations, via the Exhibitor On-site Contact Form in enclosures. The appointed contact person for each stand is responsible for evacuating the stand in the case of an emergency and for ensuring that the fire and safety regulations of the Amsterdam RAI Exhibition & Convention Centre and the directions of the organisers and/or security officials are followed.

The organisers will conduct a tour together with all contact persons for emergency situations to indicate among other things the location of all emergency exits. This will take place on Saturday 28 August 2010 after the general inspection of the exhibition area at 15.00 hours.



## 9. EXHIBITION SERVICES A-Z

### AV and IT equipment

A full range of audio-visual and computer equipment is available to order from the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

### Banking facilities

The Amsterdam RAI Exhibition & Convention Centre has ABN AMRO Bank and ING cash points. The information desks at various entrances can tell you their exact locations.

The official currency in the Netherlands is the euro (EUR). Foreign currencies may easily be exchanged in banks and exchange offices.

### Carpeting

Carpeting will be provided in the aisles and general areas of the exhibition hall (blue) and in the catering area (beige). Exhibitors must provide suitable floor covering, such as carpet, in their stand space. Carpeting is required for all shell scheme stands. If the exhibitor fails to order carpeting for the stand, the exhibition manager will order carpeting for the stand and the exhibitor will be invoiced by the supplier for all charges and late order fees.

To order carpeting, please refer to the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

All floor coverings attached to the hall floor must be done with easy-to-remove double-sided adhesive tape, one that does not leave a residue on the hall floor. Both the floor covering and adhesive tape must be removed at the end of the exhibition. Failure to do so will result in the exhibitor being charged for the removal costs and waste disposal.

### Catering

Tea, coffee and lunch is provided free of charge for your staff members registered at the congress during the exhibition period. Congress catering will be served in the direct proximity of the exhibition area, thus ensuring maximum contact between exhibitors and participants. To locate the catering areas within the exhibition hall, please refer to the floor plans in enclosures. Food stations, buffet tables, high tables, and tables and chairs will be installed in the congress catering areas.

The Amsterdam RAI Exhibition & Convention Centre has sole rights for the sale and distribution of any article of food or beverage at the Amsterdam RAI Exhibition & Convention Centre. You can place your orders through the online web shop. It is forbidden to bring food and beverages from outside. The exhibitor is responsible for ensuring that the supplies ordered follow the congress guidelines and the exhibitor is responsible for following the rules and procedures established by the Amsterdam RAI Exhibition & Convention Centre.

### Cleaning

Exhibitors are responsible for cleaning their own exhibition stands. Stand cleaning is compulsory and every exhibitor is obliged to keep the stand and surrounding areas perfectly clean. Cleaning and waste disposal can be ordered through the web shop of Amsterdam RAI Exhibitor Services available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html). Aisles and other areas within the exhibition will be cleaned by the organisers.

Exhibitors are requested to arrange with the official forwarder for packing materials, empty cartons and wooden crates to be removed for disposal or storage before the exhibition opens. Any charges incurred will be charged to the exhibitor.

Each day, at the closing of the exhibition, exhibitors are requested to ensure that rubbish is left in the aisle for collection. For safety reasons, aisles must be left clear and free for passage and must not be obstructed in any way.

### Customs clearance

The official freight forwarder, CEVA, has supplied full customs clearance instructions in the ECNP 2010 Shipping Instructions, which are included with the annexes in the back of this guide.

## Electricity & Lighting

Electricity in the Netherlands is supplied at 220V - 50Hz AC. The plugs have 2 round pins similar to those in many European countries.

All electrical equipment must comply with the standard power supply described above and must conform to the safety standards and regulations set out by the Amsterdam RAI Exhibition & Convention Centre.

Exhibitors may provide their own electrical fittings only where such fittings are in the form of made-up units, showcases, and/or signs complete and ready for connection to the main supply.

The stand areas may only be connected to the main power supply by staff authorised by the Amsterdam RAI Exhibition & Convention Centre. The only authorised staff is Amsterdam RAI Exhibitor Services, the official electrical contractor for the 23<sup>rd</sup> ECNP Congress. For further information please contact Amsterdam RAI Exhibitor Services by phone: +31 20 549 1928, fax: +31 20 549 1964 or e-mail: [exhibitorservices@rai.nl](mailto:exhibitorservices@rai.nl).

To order your electrical requirements please use the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

See all the rules in chapter 5 of this document.

## Exhibitor badges

### Free exhibitor badges

Exhibitors are entitled to a certain number of free exhibitor badges, depending on the size of their stand (please see below the summary table of free exhibitor and congress participant badges).

The exhibitor badges allow admission to the exhibition area and, where applicable, to the satellite symposia organised by the badge holder's own company as well as access to the coffee and lunches served during the official breaks. **Exhibitor badges do not allow access to the scientific sessions.**

On the exhibitor badges only the company name, as indicated on the application form, will be printed. Exhibitors are entitled to rotate these badges, as they prefer. To order exhibitor badges, please indicate the number required using the order form included in the annexe of this document.

Due to security reasons, all exhibitors must wear the provided badges at all times during the congress. Security staff will not allow you or your staff to enter the congress without a valid badge.

### Additional exhibitor badges

Additional exhibitor badges for stand personnel can be purchased at a price of 150 € (excl. VAT 19%) per badge. To order additional exhibitor badges, please indicate the number required using the order form included in the annexe of this document.

### Free congress participant badges

Exhibitors are also entitled to a certain number of free congress participant badges, provided the stand space hired is at least 25 m<sup>2</sup>. The number of free congress participant badges depends on the size of the stand (see the summary table below of free exhibitor and congress participant badges). These badges will allow access to the scientific sessions of the congress (for details on registration fees please consult: <http://www.ecnp.eu/emc.asp?pagelid=1679>).

Please note that congress participant badges do not give access to the exhibition area before or after opening hours of the exhibition. To confirm your free congress participant badges, please indicate the names using the order form included in the annexe of this document.

### Additional congress participant badges

Any additional registrations will be treated as individual or group registrations and must be paid for in full.

### Badge pick-up

Construction and dismantling passes will be available for pick up at the freight forwarder desk (CEVA) located at the entrance to the exhibition hall from Thursday 26 August 2010. All exhibitor and free congress participant badges will be available for pick-up (in an envelope under the company's name) on-site at the registration desks on Friday 27 August 2010 from 15.00 until 19.00 hours.

## Summary table of free exhibitor and congress participant badges

Stand size	Free exhibitor badges	Free congress participant badges
9 - 19 m <sup>2</sup>	2	0
20 - 24 m <sup>2</sup>	3	0
25 - 29 m <sup>2</sup>	3	1
30 - 39 m <sup>2</sup>	4	1
40 - 49 m <sup>2</sup>	5	1
50 - 59 m <sup>2</sup>	6	2
60 - 69 m <sup>2</sup>	7	2
70 - 74 m <sup>2</sup>	8	2
75 - 79 m <sup>2</sup>	8	3
80 - 89 m <sup>2</sup>	9	3
90 - 99 m <sup>2</sup>	10	3
100 - 109 m <sup>2</sup>	11	4
110 - 119 m <sup>2</sup>	12	4
120 - 124 m <sup>2</sup>	13	4
125 - 129 m <sup>2</sup>	13	5
130 - 139 m <sup>2</sup>	14	5
140 - 149 m <sup>2</sup>	15	6
150 - 159 m <sup>2</sup>	16	6
160 - 169 m <sup>2</sup>	17	6
170 - 179 m <sup>2</sup>	18	6
180 - 189 m <sup>2</sup>	19	6
190 - 199 m <sup>2</sup>	20	6
> 200 m <sup>2</sup>	20	6

### External suppliers

If an exhibitor would like to propose any external company or supplier, they must contact Amsterdam RAI Exhibitor Services regarding their request. The exhibitor is responsible for ensuring that the supplies ordered follow the congress guidelines and the exhibitor is responsible for following the rules and procedures established by the Amsterdam RAI Exhibition & Convention Centre regarding the use of external companies or suppliers.

### First aid

Medical assistance is available at the first aid service located opposite the Café Amsterdam on the ground floor of the Amsterdam RAI Exhibition & Convention Centre.

Telephone number within the RAI: 1591

From outside RAI: +31 20 549 1234

### Floral

Amsterdam RAI Exhibitor Services will supply the floral decorations and arrangements. They will be pleased to give quotations for stand decoration. To order floral decorations, please use the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

### Furniture

The official stand constructor Amsterdam RAI Exhibitor Services can supply a wide variety of furniture for your stand. Furniture for hire can be viewed in the enclosures.

To order furniture for your stand please use the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

### Gas cylinders and gas-filled balloons

Gas cylinders and LPG gas are not allowed.

## Hotel reservations

Colloquium Brussels has been appointed as the official housing agency for the 23<sup>rd</sup> ECNP Congress in Amsterdam, The Netherlands. Detailed and useful information on all pre-selected hotels, including photos, access map, location, distance from congress venue and prices is available on the ECNP website [www.ecnp.eu](http://www.ecnp.eu).

For group accommodation (10 rooms or more), Colloquium Brussels has blocked hotel rooms in various price categories.

For more information please contact the official housing agency, Colloquium Brussels:

### **Ronny Vanderpooten**

Colloquium Brussels  
6 Avenue E. Van Nieuwenhuysse  
1160 Brussels, Belgium  
phone : +32 2 777 01 88  
email : [organisingsecretariat@ecnp2010.eu](mailto:organisingsecretariat@ecnp2010.eu)

Please make sure that the housing agency has received your hotel reservation request on or before 14 May 2010. **Rooms are subject to availability and cannot be guaranteed after 14 May 2010.**

## Laser products

Laser products are not allowed.

## Lifting contractors

A lifting, storage and freight forwarding service as well as shipping and customs clearance services are available through CEVA. Please contact them for your needs using the information provided in the annexes.

## Hostesses/Personnel/Stand security

Exhibitors can order hostesses and security guards through the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

## Internet connection

Exhibitors can order high-speed internet connections (cable connections) through the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

## Parking

Amsterdam RAI has plenty of parking facilities at and near the exhibition centre. To reach them follow the road signs.

A one-off parking ticket (valid one day) is available through the Amsterdam RAI Exhibitor Services web shop or the vending machines within the RAI. Parking permits for the entire event period are available through the Amsterdam RAI Exhibitor Services web shop available at: [https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

## Public address (PA) system

The PA system is for official use by the organisers only.

## Security

Security provided by the organisers has been implemented to prevent unauthorised access to the exhibition areas and not to secure the contents of exhibition stands. Each exhibitor is responsible for his or her property and necessary precautions should be taken. Whilst every reasonable precaution will be taken, the organisers accept no responsibility for any loss or damage, which may occur to persons or property at the exhibition from any cause whatsoever.

Exhibitors are requested to use common sense precautions at all times and to ensure that all stand personnel wear the official access badges. It is essential that you report any loss or theft from your stand to the nearest police station.

To help ensure security at the exhibition, please follow these points:

- Make one member of your team responsible for your company's safety and security at the exhibition.
- Do not leave cash, handbags, mobile phones, valuables etc. in unlocked drawers, cupboards or on display at your stand.
- Do not leave wallets in unattended clothing.
- Check that all lockable desks and cupboards are locked before leaving your stand.
- Please note that build-up and dismantling days are high-risk periods. You are recommended to work in pairs so that the stand is manned at all times.
- Make sure you arrive prior to the official opening time and do not leave your stand before the official closing time.

Exhibitors can book security guards via the online web shop.

## Storage

Please send any request for extra storage space to Mark de Keizer from CEVA at:

phone: +31 20 587 44 66

fax: +31 20 587 44 77

email: [mark.de.keizer@cevalogistics.com](mailto:mark.de.keizer@cevalogistics.com)

## Telephone, photocopying and fax facilities

Exhibitors can hire photocopy machines, printers, fax machines, telephones etc. by contacting Amsterdam RAI Exhibitor Services. Please contact the RAI Business Centre [businesscentre@rai.nl](mailto:businesscentre@rai.nl) for a tailor made quotation.

The business centre is located in the Elicium building of the Amsterdam RAI Exhibition & Convention Centre.

Service	Price in EUR (as of 10 February 2010)
Colour copy	<b>1.50</b>
B&W copy	<b>0.30</b>
A3 colour copy	<b>2.99</b>
A3 B&W copy	<b>0.65</b>
Digital B&W copy	<b>2.50</b>
Digital colour copy	<b>2.50</b>
Intercity fax	<b>3.00 first page, 0.60 additional pages</b>
International fax	<b>7.50 first page, 1.25 additional pages</b>

## Trolleys

Exhibitors are advised to make their own arrangements for handling exhibits, brochures, etc. For any additional requirements you can contact CEVA.

## Water connection

You will need to be connected to the water supply of the Amsterdam RAI in order to have access to running water at your stand during the exhibition. To place your order for a water connection please use the Amsterdam RAI Exhibitor Services web shop available at:

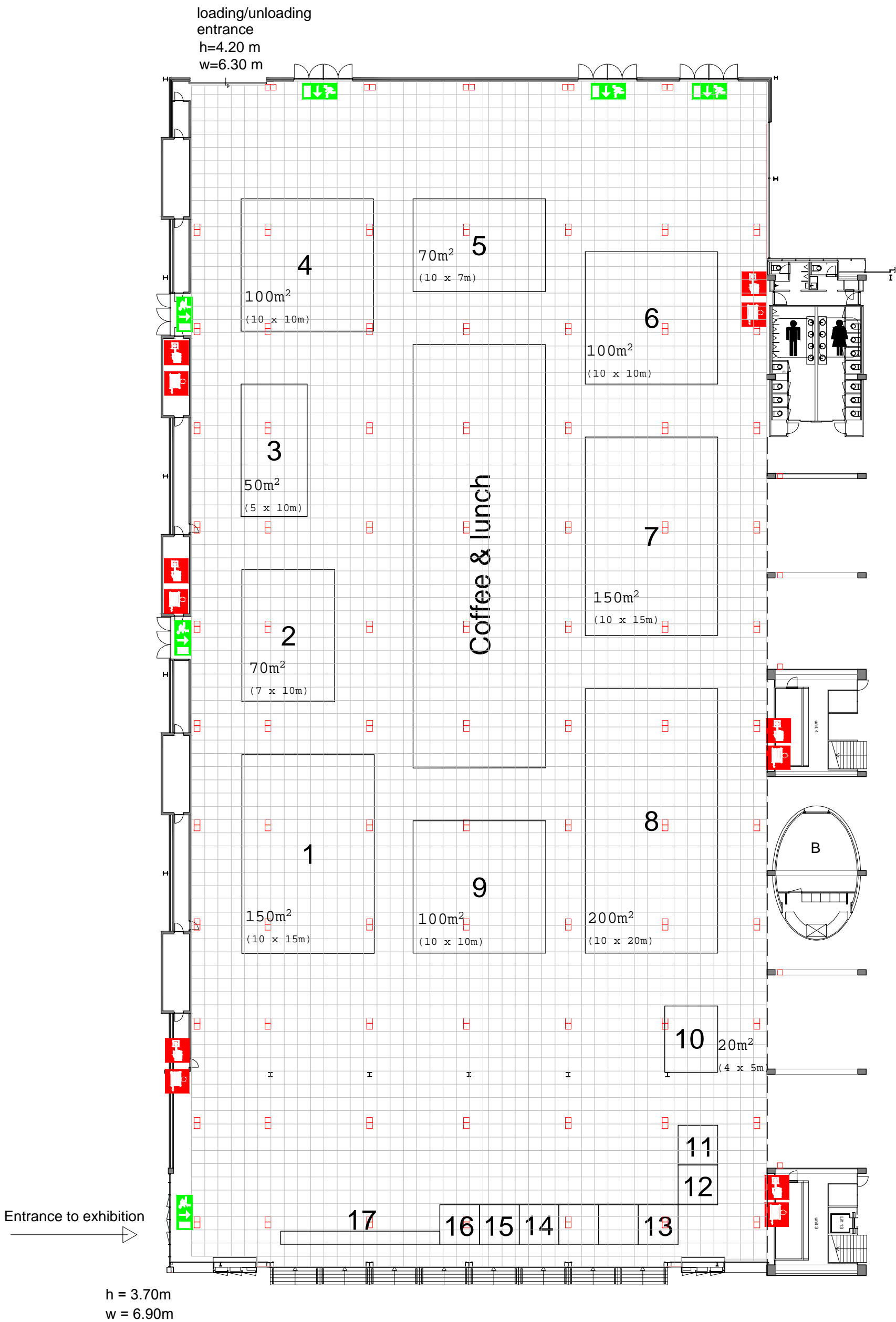
[https://portal.rai.nl/ES\\_webshop\\_bestanden/Kalender.html](https://portal.rai.nl/ES_webshop_bestanden/Kalender.html).

## SERVICES AND ORDER CHECKLIST: DATES AND DEADLINES

The following is a calendar of important dates by which you must confirm reservations and return the forms in the back of this manual. The prompt return of forms is always appreciated.

Compulsory services are shown in bolded blue.

Deadline	Service	How to order (if applicable)	Completed ☑
14 May 2010 (or until rooms sell out)	Guaranteed hotel reservations	Please see the ECNP website at: <a href="http://www.ecnp.eu/emc.asp?pagelD=1709">http://www.ecnp.eu/emc.asp?pagelD=1709</a>	
14 May 2010	<b>Stand plan (free-build stands)</b>	See enclosures	
1 June 2010	Pre-registration for groups	Please see the ECNP website at: <a href="http://www.ecnp.eu/emc.asp?pagelD=1749">http://www.ecnp.eu/emc.asp?pagelD=1749</a>	
21 June 2010	<b>Exhibitor badges and contractor passes</b>	See enclosures	
30 June 2010	<b>Exhibitor on-site contact</b>	See enclosures	
30 June 2010	AV and Computer equipment	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	<b>Carpeting</b>	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	Catering	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	<b>Cleaning</b>	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	<b>Electricity</b>	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	Floral	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	Furniture	Amsterdam RAI Exhibitor Services web shop	
30 July 2010	<b>Lifting, forwarding &amp; customs clearance</b>	See enclosures	
30 June 2010	Personnel (hostesses, stand security)	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	Stand equipment/fittings	Amsterdam RAI Exhibitor Services web shop	
30 June 2010	Internet	Amsterdam RAI Exhibitor Services web shop	









# EXHIBITOR BADGES AND CONTRACTOR PASSES

Exhibitors are entitled to a number of free exhibitor badges and free congress participant badges, depending on the size of the stand (please refer to the summary table of free exhibitor and congress participant badges on page 25 of the Exhibition Services Guide). On the exhibitor badges, only the company name, as indicated on the application form, will be printed. Exhibitors are entitled to rotate these badges, as they prefer. Please fill in the contact details of each person's badge on the names list enclosed with this order form. All information is required.

## Exhibitor contact details (the invoice will be issued to the address listed below)

Company:		Stand number:
Contact person: <input type="checkbox"/> Mr <input type="checkbox"/> Ms	Last name:	First name:
On-site contact person(who will <b>pick up</b> the badges):		Mobile phone number on-site contact: +
Phone: +	Fax: +	E-mail:
Address/street:		VAT n°:
City:	Postal code:	Country:

## Payment method (all applicable bank and/or credit card charges are to be paid by the exhibitor)

<b>Credit card:</b> <input type="checkbox"/> Visa <input type="checkbox"/> Eurocard/Mastercard <input type="checkbox"/> American Express <input type="checkbox"/> <b>Bank transfer</b>	
Card number:    _ _ _ _    _ _ _ _    _ _ _ _    _ _ _ _	Expiry date: _ _ / _ _
Card holder:	Signature:

## Product/service order confirmation

Product name / reference	Price (EUR)	Quantity	Total price (EUR)
*During the building and dismantling periods of the exhibition, all Exhibitors and contractors are required to wear <b>contractor passes</b> . These passes are valid during <b>build up and dismantling only</b> . Please order an exhibitor badge if you require access during the opening hours.			
<b>Contractor passes</b> (last and first names are required for security reasons)	Free of charge		
<b>Free Exhibitor badges</b> (includes access to the welcome ceremony and reception and their own company's satellite symposium (not to all satellite symposia of the congress))	Free of charge		
<b>Free participant badges</b> (including access to the welcome ceremony and reception)	Free of charge		
<b>Free Satellite symposia badges</b> (maximum 4 free per each satellite session)	Free of charge (4/satellite session)		
<b>Additional Exhibitor badges for stand personnel</b>	*150 / badge		
<b>Additional Satellite symposia badges for hostesses/personnel</b>	*150 / badge		
<b>Congress dinner tickets</b>	50 / person		
<b>Prices are valid for the entire duration of the exhibition</b> <b>*Price are excl. VAT 19%.</b>	<b>Total</b>		

## Terms and conditions

- All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of the Organisers. All services or materials supplied by these companies will be subject to a contract between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, the Organisers do not accept any liability or responsibility for any act performed or committed by such suppliers.
- The exhibitor must follow the 23<sup>rd</sup> ECNP Congress Guidelines and ensure that the services they order from suppliers are in compliance with these guidelines. The organisers reserve the right to stop any activities or catering provided that are in violation of the guidelines at the exhibitor's risk and expense.
- The ordering deadline is **30 June 2010**. Please note that services cannot be guaranteed for any order forms received after the deadlines and without a valid credit card.
- Services or products delivery will only be guaranteed if full payment for services ordered is received in due time. The corresponding invoice will be sent to exhibitors directly by the service suppliers.

## Agreement

By signing this form and returning it, the exhibitor declares to follow all the relevant rules and regulations as stated in the 23<sup>rd</sup> ECNP Congress Exhibition Services Guide as well as the appointed suppliers guidelines and to act accordingly.

Name:	Date (dd/mm/yyyy):	Signature:
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Please return by 30 June 2010 to Colloquium Brussels by fax at +32 2 779 59 60 or by e-mail at s.raymond@clq-group.com Help required? Contact Stephanie Raymond by phone at +32 2 777 01 88



# EXHIBITOR BADGES AND CONTRACTOR PASSES

Last name	First name	E-mail and country	Congress party ticket
Free congress participant badges (including access to the scientific sessions, exhibition, welcome ceremony and reception)			
			<input type="checkbox"/> (please tick if applicable)
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
Free exhibitor badges (including access to the welcome ceremony and reception and to the satellite symposium of their company only)			
			<input type="checkbox"/> (please tick if applicable)
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
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Additional exhibitor badges for stand personnel (at 150 €/ badge, excl. VAT 19%)			
			<input type="checkbox"/> (please tick if applicable)
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# EXHIBITOR ON-SITE CONTACT PERSON

The Organisers will conduct a tour together with all contact persons for emergency situations to indicate among other things the location of all emergency exits. This will take place on Saturday 28 August 2010 after the general inspection of the exhibition area at 15.00 hours.

## Exhibitor contact details

Company:		Stand number:
Contact person: <input type="checkbox"/> Mr <input type="checkbox"/> Ms	Last name:	First name:
Phone: +	Fax: +	E-mail:
Address/street:		VAT no.:
City:	Postal Code:	Country

## On-site contact persons for emergency situations

The exhibitor confirms that the following persons are responsible for co-ordinating all necessary procedures in case of emergency situations during the 23<sup>rd</sup> ECNP Congress.

<b>Contact person:</b> <input type="checkbox"/> Mr <input type="checkbox"/> Ms	Last name:	First name:
Mobile phone: +		E-mail:
<b>Substitute:</b> <input type="checkbox"/> Mr <input type="checkbox"/> Ms	Last name:	First name:
Mobile phone: +		E-mail:

## Terms and conditions

- All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of the Organisers. All services or materials supplied by these companies will be subject to a contract between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, the Organisers do not accept any liability or responsibility for any act performed or committed by such suppliers.
- The exhibitor must follow the 23<sup>rd</sup> ECNP Congress Guidelines and ensure that the services they order from suppliers are in compliance with these guidelines. The organisers reserve the right to stop any activities or catering provided that are in violation of the guidelines at the exhibitor's risk and expense.
- The ordering deadline is **30 June 2010**. Please note that services cannot be guaranteed for any order forms received after the deadlines and without a valid credit card.
- Services or products delivery will only be guaranteed if full payment for services ordered is received in due time. The corresponding invoice will be sent to exhibitors directly by the service suppliers.

## Agreement

By signing this form and returning it, the exhibitor declares to follow all the relevant rules and regulations as stated in the 23<sup>rd</sup> ECNP Congress Exhibition Services Guide as well as the appointed suppliers guidelines and to act accordingly.

Name:	Date (dd/mm/yyyy):	Signature:
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Please return by 30 June 2010 to Colloquium Brussels by fax at +32 2 779 59 60 or by e-mail at s.raymond@clq-group.com Help required? Contact Stephanie Raymond by phone at +32 2 777 01 88

## Rates and handling instructions

23<sup>rd</sup> ECNP Congress, 28 August – 1 September 2010

Amsterdam RAI Exhibition and Convention Centre, Amsterdam, The Netherlands

Once again, CEVA Showfreight is bringing their exhibition site logistics and forwarding skills to the ECNP Congress as the sole official appointed freight and lifting contractor for 2010. This puts us in a unique position that allows us to offer you all required logistical services in the halls and on the terraces surrounding the Amsterdam RAI.

To complement our services we offer a worldwide network of exhibition freight logistic partners who will work closely with us in arranging collection from any point of origin through to delivery to your stand. Please feel free to contact us for the contact details of our partner in your specific country.

We kindly advise you, or your stand fitting company, to read the instructions carefully and we wish to draw your attention to the procedure for direct deliveries at the Amsterdam RAI.

## Documentation

CEVA Showfreight cannot clear your exhibits when documentation is incomplete or incorrect. In such cases, your customs entry will be delayed until correct documentation is obtained from the shipper. Please follow the given instructions, carefully to avoid unnecessary delays and extra expenses.

Shipments not consigned to CEVA Showfreight will not clear customs until a written order has been received.

Exhibitors are responsible for packing and listing goods. In the case of a difference, customs clearance will be stopped and all penalties and/or extra charges will be invoiced without notice.

## Transport

CEVA Showfreight can arrange your air, ocean and road transport to the 23<sup>rd</sup> ECNP Congress, and the return or delivery to the next destination. We have the expertise and the network to arrange everything from courier to ocean freight delivery. We will be more than happy to make a tailor-made offer for your exhibition shipments.

If you intend to make arrangements for a direct delivery, we strongly recommend contacting us to apply for an allocated time for delivery and collection. Vehicles will only be allowed to access the loading bay with our approval. Unannounced vehicles will not be allowed.

## General Instructions 2010 Amsterdam RAI

### 1. Delivery and addresses

#### 1.1 Build up 26/27/28 August – Breakdown 31 August/ 1 September

Delivery to the fairground is allowed during the official build up days and times which are confirmed by the Amsterdam RAI.

Goods that arrive before or after these official days and times will always be unloaded to our storage area; please see tariff point 6.1 for our storage charges.

Storage charges for early air and seafreight shipments will be charged until the below mentioned deadlines.

#### 1.2 Deadlines

*Airfreight: must be available at Schiphol Airport, latest 3 working days prior to the desired delivery date.*

*Seafreight: must be available at port Amsterdam, latest 5 working days prior to the desired delivery date.*

*Pre-alert: order forms must be available latest 8 working days prior to the start of the first official build up day.*

#### 1.3 Road freight and courier shipments

Road freight and courier shipments arriving **before the official build-up** date need to be consigned to our warehouse:

CEVA Showfreight / Timtex / <ECNP 2010>  
Company name, Hall..... Stand no.....  
Radarweg 1  
1042 AA Amsterdam  
The Netherlands

**Please note that it is not possible to deliver your road freight shipments to the exhibition grounds before the start of the build-up period.**

Road freight and courier shipments arriving **during the official build-up** date need to be consigned to the following delivery address:

CEVA Showfreight / Amsterdam RAI / <ECNP 2010>  
Company name, Hall..... Stand no.....  
Wielingenstraat P9  
1078 KK Amsterdam  
The Netherlands

Courier companies such as TNT, UPS, FEDEX and DHL deliver door to door, and do not deliver the goods to the stand.

To make sure your shipment will be delivered to your stand, we advise you to address your shipment to CEVA Showfreight.

*Please note: CEVA Showfreight will not accept any charges from your courier company and therefore will refuse the shipment!*

#### **1.4 Airfreight shipments**

Please route all airfreight shipments to Amsterdam Schiphol Airport with direct airways bills and consign them as follows:

CEVA Showfreight / Amsterdam RAI / <ECNP 2010>  
Company name, Hall..... Stand no.....  
Volkerakstraat 61 a  
1078 XP Amsterdam  
The Netherlands

Notify: CEVA Freight Amsterdam  
Martin van Koningsbruggen, F: +31 (0)20 316 8229

#### **1.5 Seafreight shipments**

Please route all sea freight shipments to Rotterdam Port with the following consignee address:

CEVA Showfreight / Amsterdam RAI / <ECNP 2010>  
Company name, Hall..... Stand no.....  
Volkerakstraat 61 a  
1078 XP Amsterdam  
The Netherlands

Notify: Geodis Wilson Rotterdam B.V.  
Martijn van Antwerpen, T: +31 (0)10 428 6534

*Please note: To avoid demurrage costs and to simplify the process we kindly ask you to make an Express Bill of Lading (B/L) and not an original Bill of Lading.*

#### **1.6 Storage**

CEVA Showfreight can offer you as an exhibitor a number of storage facilities; before, during and after the event. Our storage tariff for empty packing material includes the collection from your stand to our warehouse and the return during normal working hours. Surcharges for work being done outside normal office hours will be passed on to you.

## **2. Information**

### **2.1 Contact details**

For further information about our services or questions regarding our instructions and tariffs, please feel free to contact our dedicated team, we'll be gladly at your service.

Our contact details are: CEVA Showfreight, Amsterdam RAI  
Volkerakstraat 61 a  
1078 XP Amsterdam  
Telephone: +31 (0)20 587 4466  
Fax: +31 (0)20 587 4477  
E-mail: [mark.de.keizer@cevalogistics.com](mailto:mark.de.keizer@cevalogistics.com)

### 3.2 Pre alerts

To make sure that we can give you the service which you may expect from us we kindly advise you to send us your pre alert 8 working days prior to official build up date.

Please send your pre alert to: CEVA Showfreight / Amsterdam RAI / <ECNP 2010>  
E-mail: mark.de.keizer@cevalogistics.com  
Fax: +31 (0)20 587 4477

#### **PLEASE NOTE!**

Shipments, which are not addressed to CEVA Showfreight, can't be accepted.  
Shipments, which are addressed to CEVA Showfreight, but no written order was given, will not be delivered automatically to your stand and therefore will stay in our storage until we have a confirmation in writing!

### 3.3 Shipment labels

We strongly advise to label each piece of your shipment as follows:

ECNP 2010

Company name, Hall..... Stand no.....

c/o CEVA Showfreight, Amsterdam RAI, +31 (0)20 587 4466

**General Tariff 2010  
ECNP 2010 Amsterdam RAI**

**1. Unloading**

Forklift for unloading, loading and/or assistance on stand, including drive up/off:

3 tons forklift	first 15 minutes	€ 50,00
	each following quarter	€ 33,50
4 tons forklift	first 15 minutes	€ 67,50
	each following quarter	€ 44,50
5 tons forklift	first 15 minutes	€ 78,00
	each following quarter	€ 47,00

Forklifts with more lifting capacity up to 16 tons are available. Prices are on request.

**2. Airfreight**

From free arrival Amsterdam Schiphol until arrival fairground Amsterdam RAI or return.

Basic amount per shipment	€ 107,00
Till 100 kgs	€ 0,80 per kg
101 kgs - 300 kgs	€ 0,68 per kg
301 kgs - 500 kgs	€ 0,47 per kg
Above 500 kgs, per additional kg	€ 0,42 per kg
Unloading direct from vehicle to stand	€ 5,50 per 100 kgs
Minimum	€ 40,00 per shipment
Via warehouse to stand	€ 11,00 per 100 kgs
Minimum	€ 80,00 per shipment

This tariff will be charged at 1 cubic meter = 300 kilo, whichever is higher including terminal handling charges and transit document.

To avoid any storage charges at the airport CEVA Showfreight will take over your shipment and store it in their warehouse. This only applies to shipments available at the port 5 working days before the start of the official build up date.

Please note that any deconsolidation charges and warehouse rent will be passed on to you at cost plus 10% supervision charges.

**3. Ocean freight**

From free arrival Rotterdam port till arrival fairground Amsterdam RAI or return.

**FCL shipments**

20 Ft Container	€ 970,00 per container
40 Ft Container	€ 1060,00 per container

**LCL shipments**

Till 500 kgs	€ 442,00
501 kgs - 1000 kgs	€ 509,00
1001 kgs - 2000 kgs	€ 655,00
2001 kgs - 3000 kgs	€ 769,00



Unloading direct from vehicle to stand	€ 5,50 per 100 kgs
Minimum	€ 40,00 per shipment
Via warehouse to stand	€ 11,00 per 100 kgs
Minimum	€ 80,00 per shipment

This tariff will be charged at 1 cubic meter = 300 kilo whichever is higher, including terminal handling charges and transit document.

To avoid any demurrage charges CEVA Showfreight will take over your shipment and store it in their own warehouse. This only applies to shipment available at the port of Rotterdam 8 working days before the start of the official build up date.

#### 4. Courier shipments

Receipt, registration and delivery to stand until 23 kg	€ 49,50
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Shipments heavier than 23 kg will be charged on to you based on the normal unloading tariff (point 1).

#### 5. Customs

##### 5.1 Import

Customs entry	€ 85,00 per shipment
Temporary customs clearance	€ 49,00 per declaration
Import bond fee	1 % of the CIF value
Minimum import bond fee	€ 59,00 per declaration
Permanent customs clearance	€ 49,00 per declaration
Extra tariff numbers for permanent customs clearance	€ 17,50 per item
Import duties and VAT	3 % advanced fee
Handling charges ATA Carnet	€ 80,00 per declaration

##### 5.2 Export

Raising export document and make T1 document	€ 85,00 per shipment
Bond fee T1	1 % of the CIF value
Minimum bond fee	€ 59,00 per declaration
Export document	€ 85,00 per declaration

#### 6. Storage

##### 6.1 Storage charges

Storage charges before and after the event	€ 2,00 per m3/per day
Minimum	€ 15,00

Special rates for longer periods upon request.

##### 6.2 Handling empty packing material

Storage of packaging material during the event	€ 40,00 per m3
Overtime surcharges	€ 5,00 per m3
Minimum	3 m3

**7. Liability**

CEVA Showfreight is a trade name of CEVA Logistics Netherlands BV which is registered under Chamber of Commerce number 16066165. On all our transactions are applicable the CEVA Showfreight Conditions and the General Conditions of the Federation of Dutch Forwarding Agent's (FENEX) deposited at Registry of the District Court at Amsterdam, Arnhem, Breda and Rotterdam. A copy of the FENEX conditions is attached. We express the fact that your goods are not automatically insured by us.

Please take into consideration that the liability of CEVA Showfreight is limited. We cannot be held responsible for goods left unattended at your stand. We therefore advise that you to insure your goods for the duration of the show.

**8. General conditions**

- All prices are excluded 19% VAT.
- Please note that we will charge you a 20% surcharge for all goods arriving after the ultimate arrival date.
- Please note that we will charge you a 20% surcharge for pre-advises received later than 8 working days before the official start of the build up period.
- We advise you to use one of our appointed agents in your country to avoid any credit issues. Please ask us for your reliable partner in your country.
- Per shipment an agency fee of € 25,00 will be charged to you.
- Normal working hours are from 08.00 till 18.00 hrs.
- A surcharge of 35% applies on work carried out after normal working hours.
- A surcharge of 50% applies on work carried out on Saturdays.
- A surcharge of 100% applies on work carried out on Sundays and public holidays.
- 3% advanced fund commission on all third party costs made by CEVA Showfreight will be forwarded to you.
- This tariff is only valid for events held in 2010 organized by and held on the Amsterdam RAI exhibition centre at the Europaplein 8 in Amsterdam.

**CEVA Logistics Netherlands B.V.**  
**Showfreight, Amsterdam**  
**Volkerakstraat 61 a**  
**1078 XP Amsterdam**  
**The Netherlands**

**telephone: +31 (0)20 587 4466**

**fax: +31 (0)20 587 4477**

**e-mail: [mark.de.keizer@cevalogistics.com](mailto:mark.de.keizer@cevalogistics.com)**

**web: [www.cevashowfreight.nl](http://www.cevashowfreight.nl)**

**CEVA Logistics Netherlands B.V.  
Showfreight**

**CONDITIONS**

The latest version of the Dutch Forwarding Conditions ("Fenex Conditions") as filed by the Netherlands Association for Forwarding and Logistics (Fenex) at the office of the District Court in Amsterdam, Arnhem, Breda and Rotterdam applies to all activities of Showfreight. The Fenex Conditions do not cover every aspect of the full service package of CEVA Showfreight and, therefore, additional conditions shall apply in these cases. The most relevant articles of the Fenex Conditions (abridged) and the additional Conditions of CEVA Showfreight are listed below. The full text of the Fenex Conditions can be provided on request.

**CONDITIONS OF CEVA SHOWFREIGHT**

**A. General**

**1. Definitions:**

**CEVA Showfreight (part of CEVA Logistics Netherlands B.V.):** hereafter also called "CEVA Showfreight", provides logistics services for trade fairs, exhibitions and events on the instruction of trade fair organisers, stand builders, exhibitors, etc.

**Client:** a company or organisation that has instructed CEVA Showfreight to perform work.

**Exhibitor:** a company or organisation that takes part in a trade fair, exhibition or event.

**Stand builder:** builds a stand on the instructions of an exhibitor, and, if requested, sets up the display.

**Hall lessor/manager:** the owner of a hall complex who leases exhibition space to a trade fair organiser or trade fair exhibitors.

**Trade fair organiser:** a company or organisation that organises events and exhibitions in hall complexes and that is not the owner of the hall complex.

- CEVA Showfreight shall be present on location during the normal working hours and days. At its discretion, CEVA Showfreight may perform work at different times, subject to a surcharge. All additional costs related to the work performed outside of the normal working hours, such as travelling time and waiting time, shall be charged to the client on the basis of the actual costs incurred.
- If the client requests materials not present at the trade fair location, these materials can be provided on request if available. The client shall be charged for the cost of delivery and removal and the daily rental charge.
- If, after written confirmation of an order, the client chooses not to make use of the services, CEVA Showfreight reserves the right to charge the client a maximum of 50% of the order value.

**B. Representative**

Unless agreed otherwise, any person who instructs CEVA Showfreight to carry out activities will be deemed to be the authorised representative of the exhibitor / stand builder / organiser for whom the services are being provided. This representative declares that he/she agrees with both the Fenex Conditions and the Conditions of CEVA Showfreight. Unless agreed otherwise, CEVA Showfreight will deem this representative to be the person authorised to give instructions and directions while the work is being performed.

**C. Provision of services**

- The client shall bear the expense and the risk of the work performed by CEVA Showfreight.
- If goods are addressed to CEVA Showfreight, CEVA Showfreight will deem this to be an order and shall handle/deliver the goods accordingly (after payment in cash where deemed necessary). The costs of this service will be charged to the exhibitor / stand builder / organiser.
- CEVA Showfreight reserves the right to suspend the activities, such as loading and unloading, if:
  - it is not clear on whose instructions the work is being performed;
  - the shipment details are unclear and/or incomplete;
  - the goods are in such a condition that further handling of these goods could result in damage / further damage to goods and/or third parties and/or cause injury to persons;
  - the material required is not available;
  - this has resulted or could result in damage of any nature;
  - the instructions of CEVA Showfreight personnel have not been correctly followed;
  - the location at which the work is to be performed is not accessible or not available.

**D. Client's responsibilities**

- Goods are not insured, client needs to arrange a (transport) insurance by himself
- The client is responsible for the situation in and around the stand that will enable CEVA Showfreight to perform the work at the agreed times.
- The exhibitor/stand builder shall be present to provide guidance and instructions while the work is being performed.
- The client is responsible for providing written instructions on the work that is to be performed.

**E. Responsibilities/liability of CEVA Showfreight**

- Unless agreed otherwise, CEVA Showfreight shall deliver goods directly to the stand, after which the exhibitor / stand builder shall bear the expense and risk of these goods.
- CEVA Showfreight shall under no circumstances be held liable for damage to or loss of goods left unattended in trade fair halls and/or stand locations.
- CEVA Showfreight is not liable for the contents of the parcels.
- CEVA Showfreight is not liable for the number of parcels loaded from the stand or placed in storage.
- CEVA Showfreight is not liable for damage or loss arising from incorrect labelling of the goods that are to be transported or loaded under the direction of CEVA Showfreight.
- Unless agreed otherwise, CEVA Showfreight is not liable for the incorrect loading of the goods in the absence of the client.
- CEVA Showfreight is not liable for damage arising from the use of unsuitable transport equipment by the client.
- CEVA Showfreight is not liable for damage that arises as the result of improper stowage if the client or a party acting on the client's behalf or another interested party has not provided instructions or has provided inadequate instructions and if CEVA Showfreight has not been informed of the objections to the manner of stowage in writing at the time of the performance of the work.
- CEVA Showfreight is not liable for damage that arises as the result of the breakdown of hoists, lifting equipment or other equipment, unless the equipment belongs to CEVA Showfreight and it can be shown that the equipment was not in proper working order or did not meet government requirements or, in the absence of government requirements, did not meet the requirements that could reasonably be expected.
- CEVA Showfreight is not liable for loss or damage caused by another party working on the grounds of the trade fair, whether or not under the orders of the hall managers or trade fair organisers.
- CEVA Showfreight shall only consider claims if the damage is reported to the office immediately when it occurs, but in any case before the goods leave the grounds of the trade fair so that CEVA Showfreight has the opportunity to record that damage and have a professional assessment made if it deems this necessary.

**F. Instructions of hall managers/trade fair organisers**

- Handling of the participants' goods and packaging, such as internal transport and storage on the instructions of hall managers, trade fair organisers or other interested parties, shall be charged to the stand builder / exhibitor.
- Costs for the activities arising from changes to the construction and dismantling times, location, etc. shall be charged to the stand builder / exhibitor.

**G. Storage of packaging**

- CEVA Showfreight is not liable for the nature, quality or quantity of packaging material collected from the stand during the set up of a trade fair.
- CEVA Showfreight reserves the right to, upon completion of the work order, store the packaging material at a site to be selected by CEVA Showfreight. The location of this site will not affect the application of the packaging surcharges.
- When placing the order, it must be made clear whether and to what extent the packaging will be empty or full.
- CEVA Showfreight provides no guarantee for the time at which the packaging will be returned to the stand.
- Packaging is usually stored in areas that cannot be securely locked; CEVA Showfreight is not liable for damage or loss that may arise as a consequence.
- The packaging storage area is not accessible to the client.
- At the end of the trade fair, the packaging will be brought back to the stand, at which time the responsibility for the packaging will transfer to the exhibitor.

**H.Storage**

- CEVA Showfreight is not liable for the nature, quality or quantity of goods that the client has requested CEVA Showfreight to place into storage.
- If stored goods damage the property of third parties or materials or buildings, the costs arising from this damage will be charged to the client.
- The storage area will be accessible during normal working hours; access will be provided upon approval of and under the supervision of a CEVA Showfreight employee.
- Entering the storage area is at the visitor's own risk. Visitors to the storage area must respect all CEVA Showfreight instructions and regulations.
- The client shall bear the costs related to the supervision of the visit to the storage area.
- The client is liable for any direct or indirect damage caused by the client or any person falling under the client's responsibility.

**DUTCH FORWARDING CONDITIONS  
GENERAL CONDITIONS OF THE FENEX  
(Netherlands Association for Forwarding and Logistics)**

Filed at the office of the District Court in Amsterdam, Arnhem, Breda and Rotterdam on 1 July 2004.

**Liability**

**Article 11.**

- All operations and activities will be at the client's expense and risk.
- Without prejudice to the provisions of Article 16, the forwarder shall not be liable for any damage whatsoever, unless the client can prove that the damage has been caused by fault or negligence on the part of the forwarder or any subordinate of the forwarder.
- The forwarder's liability will in all cases be limited to 10,000 SDRs per event or series of events with one and the same cause of damage, subject to the proviso that in the event of damage, loss of value or loss of the goods comprised in the order, the liability will be limited to 4 SDRs per kilogram of the gross weight of damaged or lost goods, with a maximum of 4,000 SDR per consignment.
- A claim may never exceed the value stated on the invoice, in default thereof the market value at the time when the damaged occurred shall apply. The forwarder is not liable for lost profit, consequential loss, or intangible loss.
- If, during the performance of the order, damage occurs for which the forwarder is not liable, the forwarder shall make efforts to recover the client's damage from the party that is liable for the damage. The forwarder shall be entitled to charge the client for the related costs. If requested, the forwarder shall waive his claims against third parties engaged by him for the purpose of carrying out the order in favour of the client.
- The client is liable to the forwarder for any damage arising as a consequence of the goods or the nature of the goods and the packaging thereof, incorrectness, inaccuracy or incompleteness of instructions, failure to deliver the goods at the appointed time and place, as well as the failure to supply documents and/or instructions at the appointed time, and fault or negligence in general on the part of the client, any subordinate of the client or a third party called in or engaged by the client.
- The client shall indemnify the forwarder against third-party claims relating to the damage referred to in paragraph 6, including claims by any subordinate of the forwarder or the client.
- Even when all-in or flat rates have been agreed, the forwarder, not acting as a carrier, shall be liable under the present conditions and not as a carrier.

**Article 12.**

- Force majeure shall be understood to include all circumstances which the forwarder could not reasonably avoid and the consequences of which the forwarder could not reasonably prevent.

**Article 13.**

- In the event of force majeure, the contract will remain in force; the forwarders obligations will however be suspended for the duration of the event of force majeure.
- All additional costs resulting from the event of force majeure, such as carriage and storage charges, warehouse or yard hire, demurrage for vessels or trucks, insurance, removal, etc. shall be borne by the client and paid to the forwarder upon first request.

**Article 14.**

- A statement on the part of the client for the time of delivery shall not, on its own, bind the forwarder.
- Unless agreed otherwise in writing, the forwarder provides no guarantee as to the time of arrival.

**Article 24.**

- These general conditions may be cited as the "Dutch Forwarding Conditions". In the case that the English translation differs from the Dutch text, the latter will prevail.

# Lifting, forwarding & customs clearance

Compulsory supplier: CEVA

## Exhibitor contact details *(the invoice will be issued to the address listed below)*

Company: _____		Stand number: _____
Contact person: <input type="checkbox"/> Mr <input type="checkbox"/> Ms	Last name: _____	First name: _____
Phone: + _____	Fax: + _____	E-mail: _____
On-site contact person: _____		Mobile phone number on-site contact: + _____
Address/street: _____		VAT n°: _____
City: _____	Postal code: _____	Country: _____

## Payment method *(all applicable bank and/or credit card charges are to be paid by the exhibitor)*

<b>Credit card:</b> <input type="checkbox"/> Visa <input type="checkbox"/> Eurocard/Mastercard	<input type="checkbox"/> <b>Bank transfer</b>
Card number:    _ _ _ _ _    _ _ _ _ _    _ _ _ _ _    _ _ _ _ _	Expiry date:    _ _ /    _ _
Card holder: _____	Signature: _____

### Shipping details:

Number of pc.	Length in cm	Width in cm	Height in cm	Weight in kgs

Transport by CEVA Showfreight from date /time \_\_\_\_\_ return date/time \_\_\_\_\_

**Services required (please tick the items of your choice). Please refer to the price list in the Handling Instructions enclosed to the Exhibition Services Guide.**

- |  |                          |
|--|--------------------------|
| <input type="checkbox"/> Unloading at your stand                         | Date/time:: _____        |
| <input type="checkbox"/> Unloading in storage and delivery to your stand | Date/time _____          |
| <input type="checkbox"/> Loading from your stand                         | Date/time _____          |
| <input type="checkbox"/> Loading from storage and delivery till truck    | Date/time _____          |
| <input type="checkbox"/> Distribution during the exhibition              | Number of pieces _____   |
| <input type="checkbox"/> Storage empty packing material                  | Volume _____ cubic meter |
| <input type="checkbox"/> Rent cherry picker/scissor lift                 | _____ meter              |
| <input type="checkbox"/> Rent forklift capacity                          | _____ ton                |
| <input type="checkbox"/> Rent crane capacity                             | _____ ton                |

Continuing on next page

Please return this form to CEVA by fax at +31 20 587 44 77 or by email to [mark.de.keizer@cevalogistics.com](mailto:mark.de.keizer@cevalogistics.com) Help required? Contact Mark de Keizer by phone at +31 20 587 44 66

# Lifting, forwarding & customs clearance

## Terms and conditions

- All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of the Organisers. All services or materials supplied by these companies will be subject to a contract between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, the Organisers do not accept any liability or responsibility for any act performed or committed by such suppliers.
- The exhibitor must follow the 23<sup>rd</sup> ECNP Congress Guidelines and ensure that the services they order from suppliers are in compliance with these guidelines. The organisers reserve the right to stop any activities or catering provided that are in violation of the guidelines at the exhibitor's risk and expense.
- For ordering deadlines and conditions, please refer to the Handling instructions enclosed to the Exhibition Services Guide.
- Services or products delivery will only be guaranteed if full payment for services ordered is received in due time. The corresponding invoice will be sent to exhibitors directly by the service suppliers.
- Should you use one of our appointed agents to ship and handle your exhibits, you do not need to fill out and return this form to CEVA Showfreight.
- CEVA Showfreight only accepts completely filled out and signed reply forms.
- Should you not fill out your VAT number, then CEVA Showfreight is not able to reverse the VAT and is forced to send you the invoice with 19 % VAT for companies within the European Union.

## Agreement

By signing this form and returning it, the exhibitor declares to follow all the relevant rules and regulations as stated in the 23<sup>rd</sup> ECNP Congress Exhibition Services Guide as well as the appointed suppliers guidelines and to act accordingly.

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Name: \_\_\_\_\_ Date (dd/mm/yyyy): \_\_\_\_\_ Signature: \_\_\_\_\_

Please return this form to CEVA by fax at +31 20 587 44 77 or by email to [mark.de.keizer@cevalogistics.com](mailto:mark.de.keizer@cevalogistics.com) Help required? Contact Mark de Keizer by phone at +31 20 587 44 66

## STANDARD TERMS AND CONDITIONS OF EVENT PARTICIPATION

These Standard Terms and Conditions apply to participation in fairs, exhibitions and other events organised by (or in cooperation with) Amsterdam RAI.

### ARTICLE 1 – DEFINITIONS

The terms used in these Standard Terms and Conditions have the following meanings, unless other written agreements have been made in this respect. Terms used in the singular include the plural and vice versa, in so far as the text so requires.

- 1.1 **Rules and Regulations:** the entirety of the provisions governing how participation in the Event is actually implemented. The Rules and Regulations are included in the Participant's Manual.
- 1.2 **Standard Terms and Conditions:** these Standard Terms and Conditions for participation in fairs and exhibitions organised by Amsterdam RAI.
- 1.3 **Amsterdam RAI:** Amsterdam RAI B.V. (a private limited liability company), RAI Exhibitions Division, which has a place of business at Europaplein 8, 1078 GZ, Amsterdam, the Netherlands, and is registered at the Trade Register in Amsterdam under number 34192575.
- 1.4 **Participant:** each natural or legal person who has applied by means of an Application Form to be a Participant in the Event and with whom the Organisers have entered into a Participation Agreement.
- 1.5 **Participant's Manual:** the manual for the Participant containing information about participation in the Event. The Participant's Manual can be obtained from the (online) Customer Communication Centre of Amsterdam RAI.
- 1.6 **Participation Costs:** the costs payable by the Participant to the Organisers for the Stand Hire and, if applicable, the Stand Build-up.
- 1.7 **Participation Agreement:** agreement between the Participant and the Organisers on the basis of which the Participant is entitled to take part as such in the Event.
- 1.8 **Conditions of Participation:** the entirety of the Specific Terms and Conditions, the Standard Terms and Conditions and the Rules and Regulations.
- 1.9 **Event:** a fair, exhibition or other event to be put on by or in cooperation with Amsterdam RAI, whether or not in the exhibition and convention centre in Amsterdam operated by Amsterdam RAI.
- 1.10 **Applicant:** each natural or legal person who has applied by means of an Application Form to be a Participant in the Event, regardless of whether this application has been accepted by the Organisers.
- 1.11 **Application Form:** form by which a potential participant applies to be a Participant in the Event. This form can be obtained from Amsterdam RAI both in print and digitally.
- 1.12 **Application Fee:** the amount of the down payment owed by the Applicant to the Organisers for his application to take part in the Event.
- 1.13 **Organisers:** Amsterdam RAI, whether or not under the auspices of or in cooperation with one or more natural or legal persons.
- 1.14 **Specific Terms and Conditions:** the written 'Specific Terms and Conditions for Event Participation' and the 'Additional Specific Terms and Conditions for Event Participation' applicable to each individual Event.
- 1.15 **Stand Build-up:** the construction and fitting out of the stand, including the provision of gas, water, water drainage, power supply, telephone and other data communication connections at the stand.

- 1.16 **Stand Hire:** the hiring by the Participant of such number of square metres of stand space in the Exhibition Building as is fixed by the Organisers. The stand rental is calculated per square metre of hired stand space.
- 1.17 **Exhibition Building:** the convention centre in Amsterdam operated by Amsterdam RAI itself or other accommodation made available to Amsterdam RAI, together with the accompanying sites.

## ARTICLE 2 – APPLICATION

- 2.1 A person wishing to participate in the Event should submit an application for this purpose. Application to participate in the Event should be made by means of an Application Form. The fully completed and signed Application Form should be received by the Organisers by post or fax no later than the date specified in the Specific Terms and Conditions.
- 2.2 Conditional applications are not possible, other than with the prior express and written consent of the Organisers.
- 2.3 The Applicant warrants to the Organisers that the data supplied on the Application Form are correct and that the Application Form has been signed by a duly authorised person. Any incorrect data or unauthorised signatures are for the account and risk of the Applicant.
- 2.4 The Organisers will enter the data obtained by them from the Applicants in a database kept by them for this purpose. By submitting an application the Applicant authorises the use and storage of the data supplied by him.
- 2.5 The Participation Agreement is concluded solely by acceptance by the Organisers of the application, after which the Applicant becomes a Participant. The acceptance, in the form of the Participation Agreement, is sent either by post or by e-mail to the Participant at the address specified by him in the Application Form.
- 2.6 Upon allocation of the stand space the Participant receives his user name and password, which he can then use to access the Specific Terms and Conditions and the Participant's Manual through the Customer Communication Centre of Amsterdam RAI.
- 2.7 In the acceptance the Organisers state the location, type and dimensions of the stand space hired by the Participant. In allocating the stand space the Organisers will take as much account as possible of the preferences of the Participant. The allocation of the stand space is binding on the Participant as regards both the dimensions of the stand space and the location in the Exhibition Building.
- 2.8 Applications which cannot be accepted immediately owing to lack of space may be put on a waiting list. A decision on these applications is taken before the opening of the Event. Locations that fall free as a result of cancellation will be allocated in the same manner.
- 2.9 The Organisers reserve the right to refuse an application on the grounds of oversubscription or for special reasons such as fear of breaches of the peace, and the bankruptcy of or suspension of payments by the Applicant or, in appropriate cases, without giving reasons. In addition, the Organisers reserve the right to grant priority as regards acceptance of applications to members of fellow event organisers (whether associations or otherwise), provided that membership of such organisations is open to undertakings of all EU member states on the basis of equality.
- 2.10 If the application is refused by the Organisers any payments (including down payments) will be refunded, with the exception of the Application Fee.
- 2.11 If the Applicant/Participant has complained about the service provided by the Organisers, he will give immediate written notice of this to the Organisers so that they can, if necessary and possible, remedy the complaint.

### ARTICLE 3 – CANCELLATION

- 3.1 A lodged application may not be unilaterally withdrawn or altered by the Applicant, regardless of whether or not it has already been accepted by the Organisers and regardless of whether or not the subject is cancellation or alteration of the Stand Hire or of any Stand Build-up connected with it. If an Applicant wishes to cancel or alter an application, he must send a written request to this effect to the Organisers by registered letter. The Organisers may grant a request for cancellation of the application on condition that the Applicant in any event pays the following cancellation fee, which is based on a fixed percentage of the Participation Costs:
- upon cancellation more than 365 days before the first exhibition build-up day: 15% of the Participation Costs;
  - upon cancellation in the period from 365 to 183 days before the first exhibition build-up day: 50% of the Participation Costs;
  - upon cancellation in the period from 182 to 63 days before the first exhibition build-up day: 75% of the Participation Costs;
  - upon cancellation in the period from 62 to 32 days before the first exhibition build-up day: 100% of the Participation Costs;
  - upon cancellation in the period up to and including 31 days before the first exhibition build-up day: 120% of the Participation Costs;
- or such higher amount as is due in the Organisers' opinion as compensation for the costs incurred and yet to be incurred as a result of the cancellation.
- 3.2 If the Participant is unable to take part in the Event owing to special circumstances beyond his control (this being a matter for assessment by the Organisers), the Organisers may terminate the Participation Agreement at the request of the Participant. In such a case the Organisers are entitled to invoice or withhold 25% of the Participation Costs. The Participant will also owe all costs which the Organisers have incurred or will have to incur in connection with his application.
- 3.3 The VAT owed on the fees referred to in article 3.1 and 3.2 will also be charged. In addition, the Applicant will always owe the Application Fee.

### ARTICLE 4 – RESERVATION TO MAKE CHANGES

- 4.1 The Organisers at all times reserve the right, due to special circumstances or if the organisation of the Event so requires, to change the dates and times of the Event specified in the Conditions of Participation, the stand space allocated to the Participant, and the stand type and/or its location, or to cancel the Event. In such a case the Participant will not be entitled to claim compensation for any costs incurred and/or damage suffered as a result. The Organisers will inform the Participant of the measures and of the reasons for them and will wherever possible take any measures after consultation with the Participant.
- 4.2 Changes to dates, times, stand space, stand type and/or stand location as referred to in article 4.1 will not entitle the Participant to cancel his application wholly or partly. Article 3 will continue to apply in full.
- 4.3 If the Event is cancelled, the application, the Participation Agreement and any allocation of stand space already made will be treated as having lapsed and the payments made by the Participant to the Organisers, with the exception of the Application Fee, will be refunded after deduction of the costs already incurred by the Organisers in respect of the Event. Such costs will be wholly or partly apportioned among the Participants on a pro rata basis according to the stand space applied for by or, as the case may be, allocated to them. This refund will be made within 60 (sixty) days of the date on which the Organisers



decide to cancel the Event.

#### **ARTICLE 5 – ADMISSION PRICES AND ADMISSION TICKETS**

- 5.1 The Organisers may fix a basic admission price for the Event, which in that case will be specified in the Conditions of Participation
- 5.2 The Participants in the Event will be provided free of charge with a number of participant cards, which will provide continuous admission to the Event. The Organisers will decide on the number of participant cards to be issued.
- 5.3 The participant cards referred to in article 5.2 and article 14.1 are strictly personal and may be applied for and made available only to persons who belong to the Participant's business or organisation, or third parties engaged by the Participant, unless agreed otherwise in writing with the Organisers. The Participant warrants that the participant cards will be used only in accordance with the relevant conditions.
- 5.4 Other personal continuous admission tickets will be available in consideration of payment of a price to be fixed by the Organisers. The Organisers may provide that the participant cards and/or other 'continuous' admission tickets must bear a photograph of the holder showing a good likeness.

#### **ARTICLE 6 – EXHIBITION PROGRAMME AND PARTICIPANTS**

- 6.1 The goods and services described in the Conditions of Participation may be exhibited at the Event. The Organisers have the right to refuse goods and services or immediately remove goods and services – or arrange for their removal – from the Event without owing any damages in this respect and without having to give reasons, even if the goods and services in question are as stated on the Application Form and/or in the Conditions of Participation. Any costs incurred in this connection are borne by the Participant.
- 6.2 The Organisers are entitled to take photographs and/or make film recordings of the Event and the persons present there for the marketing purposes of the Organisers. The parties concerned should permit publication of the photographs and recordings.

#### **ARTICLE 7 – PAYMENT OBLIGATIONS**

- 7.1 The Participant owes the Application Fee specified in the Specific Terms and Conditions, the Participation Costs and any other amounts specified in the Specific Terms and Conditions. Payment must be made at the latest on the due date of the relevant invoice(s). All amounts owed will be increased by the VAT due on them.
- 7.2 The Participation Costs will be invoiced in two instalments prior to the Event. The first instalment will be 25% of the Participation Costs, and the second instalment will be the remainder of the Participation Costs, unless provided otherwise in the Specific Terms and Conditions. For the purpose of the stand rental calculation, part of a square metre will be treated as a full square metre.
- 7.3 If a Participant has not paid in full the amounts owed by him within the periods stipulated for such payments, article 14 will apply in full. In such a case the Participant may not claim a refund of amounts already paid.
- 7.4 If the Participant considers that he does not owe all or part of an invoice, he should inform the Organisers in writing, giving reasons, within 30 days of the date of the invoice, failing which any right to reduction of the invoice amount will lapse.
- 7.5 The Organisers are entitled to set off payments made by a Participant first of all against any outstanding debts of the Participant from previous Events.

#### **ARTICLE 8 – BUILD-UP**

- 8.1 The Participant should construct and fit out the stand on the stand space allocated to him and in accordance with the Conditions of Participation and any other instructions of the Organisers.
- 8.2 A design of the stand (in the form of a clear scale drawing or on the basis of a scale model accompanied by a single scale drawing) must have been submitted to the Organisers for approval by no later than the date specified in the Conditions of Participation. The Organisers have the right to refuse to approve this design. In such a case the Participant should modify the design of the stand within a period specified by the Organisers in such a way that approval can be granted after all.
- 8.3 The Organisers may terminate the Participation Agreement without warning or notice of default if:
- the Participant has not claimed the allocated stand space in good time, or
  - it becomes clear at an earlier stage that the Participant will not claim the allocated stand space in good time.

In such a case the Organisers are not obliged to refund payments already received, without prejudice to the obligation of the Participant to pay the amounts still owed.

#### **ARTICLE 9 – VACATION AND BREAKDOWN**

- 9.1 When vacating, dismantling and cleaning his stand in the Exhibition Building, the Participant must strictly comply with the relevant rules in the Conditions of Participation.
- 9.2 The Participant is obliged after the end of the Event to restore the stand space hired by him to its original condition. Any damage to the stand space and/or the Exhibition Building shall be borne by the Participant.
- 9.3 The goods of the Participant that are still present in the Exhibition Building after the period or periods referred to in article 10.1 may be stored or destroyed for the account and risk of the Participant.
- 9.4 The Participant is obliged to sort his stand waste in accordance with the rules set out in the Rules and Regulations and to remove it or have it removed, including (if applicable) the prescribed hire of containers. If the Participant fails to perform his obligations in this respect, the Organisers will be entitled to remove such waste – or arrange for it to be removed – in accordance with the rules at the expense of the Participant.

#### **ARTICLE 10 – USE OF STAND SPACE AND EXHIBITION BUILDING**

- 10.1 The Participant may have access to the Exhibition Building solely for the purpose of constructing, fitting out, using and dismantling the stand (or arranging for it to be constructed, fitted out, used and dismantled) during such period or periods as are specified in the Specific Terms and Conditions, unless expressly agreed otherwise in writing between the Participant and the Organisers.
- 10.2 The Participant is obliged strictly to comply with the instructions given by or on behalf of the Organisers, the Municipality of Amsterdam, the fire service and other authorities relating to the use of the stand space and the Exhibition Building.
- 10.3 The gangways must be kept entirely free during the build-up and breakdown of the stand and during the Event. The Organisers are entitled to clear the gangways and keep them clear (or arrange for this to be done) at the expense of the Participant.

- 10.4 Unless expressly agreed otherwise in writing with the Organisers, the Participant is not permitted, among other things, to:
- a. hire out or part with possession of all or part of the stand space occupied by him to third parties, or exchange it with another Participant;
  - b. keep the stand occupied by him closed or unstaffed during the time in which the Event is open to visitors or to cover and/or remove the exhibited goods or part thereof;
  - c. engage in activities which, in the opinion of the Organisers, cause damage to or detract from the Event as such, or one or more participants, visitors, groups of visitors or third parties;
  - d. engage in activities that cause damage or nuisance to the Organisers, participants and/or visitors, namely noise nuisance, obstruction of light or view or nuisance in any other form;
  - e. engage in activities that prejudice or are likely to prejudice fair competition;
  - f. project images, amplify speech by means of loudspeakers, and play music (live or otherwise) and/or make sounds that reach the limit of 75 decibels (measured at the perimeter of the stand), without the express, written approval of the Organisers in advance;
  - g. make changes in or to the Exhibition Building, for instance by gluing, painting, hacking in, breaking, drilling, nailing or otherwise damaging floors, walls, ceilings, columns and so forth;
  - h. offer or advertise goods and services that are not listed by name in the application form or have been refused or removed on the instructions of the Organisers;
  - i. sell goods or services during the Event in such a way that the goods or services concerned are handed over immediately or almost immediately;
  - j. exchange parts and accessories of exhibited goods (or arrange for their exchange) in the Exhibition Building;
  - k. place or hand out goods and/or advertising material of any kind whatsoever outside the stand space occupied by him;
  - l. use the partition walls of the adjacent stands;
  - m. exhibit or otherwise use open, flowing, sprayed and/or atomised liquids at or in the vicinity of the stand during the Event, without the prior approval of the Organisers; this approval must be applied for in accordance with the Conditions of Participation;
  - n. have any flammable or explosive substances, gases and hazardous goods (including chemical pesticides and insecticides), foul-smelling substances or radioactive sources in the Exhibition Building and/or have any open fires;
  - o. bring food and/or drinks into the Exhibition Building or cause the same to be done, and/or stock or sell them and/or distribute them free of charge, unless they have been purchased from Amsterdam RAI Catering and the provisions of the Code of Conduct on the Provision of Alcoholic Drinks have been observed;
  - p. organise lotteries, hold competitions or peddle wares like a market trader; in the case of lotteries and competitions, the Participant must in any event himself arrange for the necessary licences and permits and must strictly observe the applicable statutory and other regulations;
  - q. conduct or arrange for surveys among visitors to and Participants in the Event, other than within his own stand space.
- 10.5 The ultimate and final decision on the use of the stand space and/or the Exhibition Building by the Participant rests with the Organisers.

#### **ARTICLE 11 – INTELLECTUAL PROPERTY RIGHTS**

- 11.1 The Participant is not permitted to display, offer and/or sell any goods in the Exhibition Building which infringe the intellectual property rights of a third party. For this purpose intellectual property rights are deemed to include any patent, trademark, design right, copyright, know-how or domain name (or application for the same).
- 11.2 At the request of the Organisers, the Participant must show, within two days of the request, that he is entitled to the intellectual property rights claimed by him. If the Participant is unable to show this or acts in breach of article 11.1, the Organisers shall be entitled to remove the goods concerned for the account and risk of the Participant and take whatever other measures that they consider necessary, without prejudice to the provisions of article 14.
- 11.3 The Organisers are the owners of the intellectual property rights relating to the Event. The Organisers may grant written permission to the Participants and other third parties to use these intellectual property rights in the manner prescribed by them.

#### **ARTICLE 12 – CATALOGUE**

- 12.1 A catalogue may be published and/or an Internet site may be set up by or on behalf of the Organisers on the basis of the information supplied by the Participants. The Participant is obliged to provide this information before a date made known to him by the Organisers, failing which the information will not be included in the catalogue and/or on the Internet site. Failure to provide the information in time or in full will be for the account and risk of the Participant. The Organisers and the editors appointed by them will not be liable for any errors, defects or omissions in the catalogue and/or on the Internet site, unless there has been gross negligence or intent on their part.

#### **ARTICLE 13 – RISK AND LIABILITY**

- 13.1 The Organisers are not liable for any damage suffered directly or indirectly by the Participant, by his personnel, by persons working on the instructions of the Participant, by the holders of participation cards and/or continuous admission tickets issued to the Participant or by his visitors, unless there has been intent or gross negligence on the part of the Organisers.
- 13.2 The Participant is liable for and must take out adequate insurance against any and all damage of any nature whatever that is caused by acts or omissions of the Participant himself, his personnel, persons who work for him or on his instructions in any way whatever, and holders of participant cards and/or continuous admission tickets issued to the Participant, and for damage which is caused in any way by his goods.
- 13.3 The Participant indemnifies the Organisers against any and all claims that third parties may bring against the Organisers in connection with its acts or omissions.
- 13.4 The Organisers will refrain from intervening in any disputes to which they are not party, including but not limited to disputes between Participants and disputes between Participants and visitors.
- 13.5 Any liability of the Organisers is limited to the amount paid out under the terms of the relevant liability insurance of the Organisers.

#### **ARTICLE 14 – NON-PERFORMANCE**

- 14.1 Where a Participant, his personnel, persons working for or on the instructions of the Participant and holders of participation cards and/or continuous admission tickets issued to the Participant act in breach of any provision of the Conditions of Participation or fail to follow an instruction given by or on behalf of the Organisers, the Organisers are entitled, without recourse to the courts and, where necessary, at the expense of the Participant, to take the following measures, including but not limited to:
- terminating all or part of the Participation Agreement, without the need for prior notice of default; and/or
  - cancelling the participant cards and/or (continuous) admission tickets issued to the person or persons in question and barring such person(s) from the Event and/or the Exhibition Building with immediate effect; and/or
  - cancelling or discontinuing the stand build-up, closing the stand or vacating all or part of the stand (or arranging for this to be done), and disposing of the space thus released or left unoccupied; and/or
  - keeping possession of, storing and, if necessary, destroying the goods of the Participant and anything constructed or installed by the Participant; and/or
  - excluding the Participant concerned from participating in any other exhibitions to be organised; and/or
  - if the Participant fails to make payment in time or in full, charging the statutory commercial interest and extrajudicial costs of collection amounting to 15% of the principal owed.
- 14.2 This is without prejudice to the right of the Organisers to claim full compensation for any damage suffered and/or yet to be suffered.

#### **ARTICLE 15 – APPLICABILITY OF STANDARD TERMS AND CONDITIONS**

- 15.1 If and in so far as any provision of the Standard Terms and Conditions is null and void or is declared avoided, the other provisions of these Standard Terms and Conditions will remain in force in full. Amsterdam RAI will then adopt a new provision to replace the provision that is null and void or has been declared avoided, taking account as far as possible of the tenor of the former provision.
- 15.2 Any general or specific terms and conditions of the Participant are expressly declared not to be applicable.
- 15.3 In addition to the Standard Terms and Conditions, the Specific Terms and Conditions and the Rules and Regulations are applicable. If and in so far as the Specific Terms and Conditions conflict with the Standard Terms and Conditions, the Specific Terms and Conditions shall prevail unless expressly provided otherwise in writing.
- 15.4 The Standard Terms and Conditions may be derogated from only by means of a written document signed by the Organisers.
- 15.5 Amsterdam RAI reserves the right to alter the Standard Terms and Conditions. Once the Standard Terms and Conditions have entered into force they replace all previous standard terms and conditions, unless expressly indicated otherwise by Amsterdam RAI. The altered conditions shall apply from the date on which they are deposited at the Chamber of Commerce in Amsterdam.

#### **ARTICLE 16 – DISPUTES**

- 16.1 The Conditions of Participation and all legal relations which may arise between the Organisers on the one hand and the Participant and/or Applicant on the other shall be governed exclusively by Dutch law.
- 16.2 In the event of disputes resulting from the Conditions of Participation or legal relationships arising from them, the parties shall endeavour to resolve them at first instance using mediation in accordance with the appropriate rules of the Netherlands Mediation Institute (NMI) in Rotterdam, as these read on the starting date of the mediation.
- 16.3 If it proves impossible to resolve a dispute by mediation, it will be decided by the competent court in Amsterdam.
- 16.4 For the purpose of notices and the like which the Organisers may wish to serve in connection with the Conditions of Participation (and their performance), the Participants choose as their address for service the office of Amsterdam RAI at Europaplein, Amsterdam, the Netherlands.

#### **ARTICLE 17 – RESIDUAL PROVISION**

- 17.1 The Organisers will decide in all cases for which the Conditions of Participation make no provision or in which they are deemed unclear.
- 17.2 The Dutch text of the Conditions of Participation is decisive.
- 17.3 The Standard Terms and Conditions have been deposited at the Chamber of Commerce Amsterdam.