

Important Information for Sponsors and Exhibitors

Dear Exhibitor,

This Exhibitor Services Manual contains important information and is designed to assist you in preparing for the **pain 360** Exhibition.

The Exhibition will be held as part of the pain360 which will be held at the beginning of 2022 **in Vienna, Austria (Dates to be confirmed)**

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

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

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

We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact **Sascha Tretenhahn** of the **Austria Center Vienna** at: sascha.tretenhahn@acv.at

Exhibitors and Supporters Portal

Each exhibitor/supporter has received an e-mail with login details to access the Portal. The Portal enables Supporters and Exhibitors to:

- Submit Company logo and profile
- Order Lead retrieval (Badge scanners)

- Order exhibitor badges
- Submit booth drawing (for “Space Only” booths)
- Submit other deliverables as per contract

Link to access the Portal <https://exhibitorportal.kenes.com>

Notes:

- The login details has been sent to the person signing the contract. This person is responsible for passing on the login details to third party if needed.
- Access to all Portal services will be available only after submission of your company profile and logo.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

EXHIBITION TIMETABLE

Set-up	Tuesday, 30 November, 2021	10:00 – 18:00 (Space Only Booth)
	Tuesday, 30 November, 2021	13:00 – 18:00 (All booth types)
Opening Hours	Wednesday, 1 December, 2021	10:00 – End of Networking Reception (19:30)
	Thursday, 2 December, 2021	10:00 – 16:30
	Friday, 3 December, 2021	09:30-12:30
Dismantling	Friday, 3 December, 2021	13:00- 18:00 (Dismantling)

Important notes:

- Timetable is subject to change.

- Empty crates and packaging materials must be removed after set-up and no later than **Tuesday, 30 November 2021 at 18:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- **All exhibitors should be at their booth 30 minutes before the official opening hour.**
- Dismantling of the booths before the official hour is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling. Any equipment, display aid or other material left behind after **3rd December 2021 at 18:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.
- Please note that participants will be walking through the Exhibition area to reach the Product Theatre & E-Posters area which will be active before and after the Exhibition Opening, if you chose not to man your booth please consider the below.
- Therefore, please do not leave any visible valuable articles at your In addition, please consider hiring extra security for your booth after Exhibition Operating Hours. Please consider as well the above if you choose not to man the booth during the official hours.
- General security guard will be patrolling during official closing hours.

Networking Reception

You are cordially invited to the Networking Reception held in the Exhibition Area on **Wednesday, 1 December from 18:15.** Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Area.

Exhibition – Deadlines & Key Dates

Action Item	Deadline	Contact Person
Company profile	As soon as possible	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Designed Booth Approval	Monday, 1 November , 2021	
Text for Fascia (Shell Scheme stands only)		
Lead Retrieval Wireless Barcode Reader	Monday, 15 November, 2021	
Badge Order Available only after submitting company profile	Please contact Registration Manager	Revital Michaeli reg_pain21@kenes.com
Stand fitting \ Graphics and Signage\ Booth construction\ Electricity\Daily Booth Cleaning	Wednesday, 10 November , 2021 <i>Orders placed after this date will be subject to additional surcharge</i>	SEG Ivaylo Alexiev Tel: + 359 2 8669440 Mobile: + 359 89 8770977 Email: ivoal@seg.live
Catering	Please contact directly the Catering Company to advise you for deadlines.	Motto Catering GmbH Mr Thomas Huszar Bruno-Kreisky-Platz 1, 1220 Wien Tel: +43 1 585 23 03 – 28 Mobile: +43 664 88180298 E-mail: t.huszar@mottogroup.at Website: www.motto-catering.at

Security	Please contact Exhibition Manager	Elianne Baran Ganot eganach@kenes.com
Wi-Fi and Internet Services		
Waste Removal		
Delivery		
Door to Door Shipments	Please contact MERKUR	Mr. Bernd Blum Bernd.Blum@merkur-expo.com
Airfreight Shipments – Arrival to recommended airport		
Shipment via Austria Warehouse	No later than Monday, November 29, 2021	
Exhibition goods – Direct Deliveries to Congress Venue	November 30, Subject to time slot NB! Please note there should be a person from your side to receive your Deliveries.	

“K-Lead” Application – Barcode Scanner Application

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth. The information obtained by lead retrieval system enables Exhibitors to enhance their database by securing valuable

leads for further marketing and communication.

We are pleased to offer you the “K-Lead” Application: exhibitors can download the “K-Lead” app onto their own smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants’ full contact information with a quick scan of their badge.

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor’s comments for each lead.
- Application is available for download from Apple store or Google play: “K-Lead App”.
- Cost per unit – EUR **400** (excluding 4% credit card charges fees, excluding VAT if applicable)
- Cost per unit + hardware – EUR **600** (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company/personal device. Operational information will be sent in due course.

To order “K-Lead” Application, please access the Exhibitor’s Portal <https://exhibitorportal.kenes.com>

Deadline: Monday, November 15th, 2021

Please note:

- In light of the new **data protection regulation** recently enacted in Europe, Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#). Kenes will not share delegate’s personal data with third parties without their consent. Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company

that is scanning their badge so that it may contact them in the future.

- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.
- **Device is not included. If you wish to rent a device, please check with us cost and stock availability.**
- Mini Scanners devices are available for Symposia **only**.

Exhibitor Badges

Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract and determined by your stand size.

Two exhibitor badges will be given for the first 9 sqm booked and one additional badge for each 9 sqm after.

Exhibitor badges will be prepared for you to **collect on-site** (they will not be mailed in advance).

Exhibitor badges are generic and state **the name of the company only**, in order that they may be used interchangeably between staff members. Therefore, there is no need to submit individual names.

Exhibitors are required to access the Exhibitor's Portal and provide the name of the company they wish to be displayed on the badges (otherwise the company name as appear on your application form will be printed on the badge).

Any **additional exhibitor badge** will be charged an exhibitor registration fee of **€120 each**. If you require additional

exhibitor badges, please contact the **Registration manager, Revital Michaeli** at rmichaeli@kenes.com.

Access to the Exhibition Hall during Set-up and Dismantling Times

All company representatives are required to wear exhibitor badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the Exhibition.

Stand builders and staff must wear service passes during the entire set-up and dismantling period. Service Passes are free of charge and may be collected from the Exhibition Manager Desk on-site.

Rules and Regulations – *Binding for All Exhibitors and Their Subcontractors*

Animals

It is not permitted to bring animals into the venue.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol and drugs.
- The Exhibitors and contractors are required to wear the necessary personal **protective equipment** such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.

Children

No person under the age of 16 years can be admitted to the Exhibition, either during build-up, open days or breakdown.

This rule also applies to Exhibitors' children and must be rigidly enforced to comply with the safety regulations of the exhibition.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Disposal of Material

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

Fire Regulations

- Booth material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a

supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organisers.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorisation.

Insurance (compulsory)

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

Liability

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

Music (Authors and publisher rights)

Please note that the organiser have no copyright responsibility in respect of any exhibiting company. Exhibitors are reminded that third party copyrights should not be infringed.

Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booth.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighbouring booths.

- Sound equipment must be regulated and directed into the booth so that it does not disturb neighboring exhibits.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the booths.

No permission will be given for projection in the aisles or on the walls of the hall.

Smoking Policy

The *Sheraton* operates a NO SMOKING policy in all halls and the entire premises.

Waste Removal

Exhibitors are responsible for the removal of all refuse/waste from the Exhibition area. Any discarded waste, including promotional material, left behind will be removed by the organisers at the expense of the exhibitor concerned.

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

Exhibition Floor Plan & List of Exhibitors

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

For most updated floor plan and list of exhibitors, please [click here](#)

Exhibition Area Specifications

The exhibition will be held in Foyer G on Level -2.

Please find a link to **the ACV Virtual Tour:**

<https://tour.360grad-team.com/de/vt/wYCqt6AU2?view.hlookat=206.33&view.vlookat=0.21&view.fov=100>

Build-Up Height

The Maximum Build up height is **2.5m**.

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their Booths.

Any part facing neighboring booths that is above 2.50m in height needs to be designed with neutral surfaces (white).

Ceiling Suspensions

Ceiling hanging is **not** permitted.

Floor

Floor finish in Foyer G is a parquet floor

The floor finished in the Conference Halls is Parquet floor

Maximum floor load: 500K per sqm

Raised floor

Exhibitors who use such platforms should bear in mind that the maximum height allowed, measured from floor level to the top of the platform is 4.5cm.

The platform sides must be closed and finished neatly. The platform edges must be safe (secured, safe and easily visible).

Please note that if your booth has a platform higher than 4.5 cm, you are required to provide a ramp or sloped adages for disabled access.

Electricity and Electrical Installations

Power supplies and other utilities are supplied into the Booths via the ceiling

To order 24 hours' power supply please contact the official contractor.

For electricity, please contact **Ivaylo Aleksiev** at ivoal@seg.live

Per the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved by the official contractor.

Only the official Contractor is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor must order an electrical switchboard from the official builder and to pay for the electrical consumption per his power needs.

IMPORTANT- All exhibitor electrical equipment must be tested and tagged for electrical safety compliance.

Technical Information and Regulations for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by the Official Booth
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the Exhibitors wishing to remove or change the location of any standard equipment (e.g., spotlights) within the booth should indicate clearly on the location plan and forward it together with clear instructions to **"SEG"** before **10 November 2021**.
- No shell scheme booth-fitting or display(s) may exceed a height of 2.5m or extend beyond the boundaries of the site allocated. This includes company names, advertising materials and logos provided by the exhibitor.
- No tape, nail or fixture of any kind can be affixed to the partitions, floor, ceiling, or
- Exhibitors are liable to any damage caused to their booth fixtures, fittings at the

- All furniture items, if included in the Scheme Package, are not
- An exhibitor occupying a booth at the corner can request to close the additional side(s). If “**SEG**” is not being notified in writing before **10 November 2021**. it will be assumed that the exhibitor will for opening on the additional side(s).
- Exhibitors requiring additional equipment should contact “**SEG**” as per the above deadline’s
- No painting is allowed, no usage of nails
- Double sided tape can be used to affix lightweight Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures
- Damaged panels will be charged to the exhibitor causing such damage
- Excess stock, literature or packing cases may not be stored on, around or behind Booths, unless contained within a lockable

Exhibition Booths

To ensure the smooth and efficient installation and dismantling of your booth, an Official Booth Contractor has been appointed. Booth furniture, accessories etc. are available for rent, please contact the official booth contractor.

Shell Schemes that have been pre-booked from Kenes include:

- Open Shell Scheme system
- Company name on Fascia board printed in standard lettering
- 3 spotlights
- Carpet (Red- pain concept color)

Please note:

- Cleaning is not included with your shell scheme
- Electricity is not included with your shell scheme
- Furniture is not included

Special offer:

You may book furniture package at a reduced price **€120 + VAT** including:

- 1 Table with black elastane
- 2 Chairs
- Trash bin

Please contact the **Exhibition Manager:** eganach@kenes.com

*For **electricity and other services** for your stand please contact **Ivaylo Aleksiev** at ivoal@seg.live



Back Panel actual size: 1 meter x2.50 meter

Back Panel size for Branding: 950mm X238mm

Technical Information and Regulations for Space Rental Booths

We recommend Exhibitors using independent booth contractors to include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact **Sascha Tretenhahn** of the Austria Center Vienna at: sascha.tretenhahn@acv.at to coordinate a visit.

Exhibitors using **independent contractors** are required to

submit the following for approval by Monday, 1 November 2021

For submission of booth layout for approval, please refer to the on-line Exhibitor's Portal

- **A scaled drawing, including elevation views, scaled 1:200 DWG showing the duct layer of the proposed booth to be**
- **A list of all Electrical appliances to be installed in the booth.**
- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises.
- Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding Entire sideway walls will not be approved.
- Island Booths should be partly accessible on all "open" Requests to be partially exempted from this rule should be submitted in writing to the Exhibition Manager.
- Multilevel structures are not
- Arches, bridges, or similar constructions connecting two or more Booths are not
- The Organizers will NOT approve Booths that do NOT comply with the accepted standards until the necessary changes have been
- **Work cannot commence until the exhibitor layout is approved by the Organizers and the Venue.**
- Exhibitors are required to submit the name and contact details of their respective construction by **Monday, 1 November 2021, via the Exhibitor Portal**

**Stand fitting \ Graphics and Signage\
Booth construction\ Electricity\ Daily Booth
Cleaning**

SEG

Mr Ivaylo Aleksiev

T: + 359 2 8669440

M: + 359 89 8770977

E: ivoal@seg.live

W: www.seg.live

Catalog: [click here](#)

Please note that **SEG** is the official Booth Contractor.

You may contact **SEG** to upgrade/modify your shell scheme booth which was pre-booked from Kenes.

SEG can provide exhibitors with designs and custom build booth . For more information and product catalogue please contact directly **Ivaylo Aleksiev** at ivoal@seg.live , also for electricity and daily booth cleaning.

Catering

Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the **official** Pain360 Conference Caterer:

Motto Catering GmbH

Mr. Thomas Huszar

Bruno-Kreisky-Platz 1, 1220 Wien

Tel: +43 1 585 23 03 – 28

Mobile: +43 664 881 802 98

E-mail: t.huszar@mottogroup.at

W: www.motto-catering.at

Waste Removal

The Organizers will arrange for general cleaning of the Exhibition premises (excluding exhibits and displays) prior to the opening of Exhibition and daily prior to opening thereafter.

For ordering waste removal please contact **Elianne Baran Ganot** at eganach@kenes.com

Internet & Wi-Fi

For ordering Wired Connection please contact the Exhibition Manager at: eganach@kenes.com

Please be advised that all WLAN networks will be created exclusively by Kenes/Venue.

The Organizers/Venue retains the right to shut down any WLAN networks created individually.

FRPT will provide free Wi-Fi access to all visitors, suitable for basic web browsing. Should you require an internet connection for any product demonstrations on your exhibition booth, we would recommend ordering a **wireless** or **wired** connection, at an extra cost, to guarantee a high-quality service inclusive of technical support.

Please be advised the creating private WI-FI network in the booth is **not allowed**.

The Venue and the Organizers reserve the rights to discontinue any activity which interfere with the hall WI-FI coverage

For ordering wireless connection, please contact the Exhibition Manager at: eganach@kenes.com

Security

Neither the organizers nor the ACV can accept responsibility for security of the stands and their contents or damage to and

theft of any goods. Exhibitors are responsible for the security of their Booth and equipment.

The organizers will provide security guard services in the Exhibition Hall during the program closing hours. Individual Booth security may be ordered additionally.

For ordering security please contact **Elianne Baran Ganot** at eganach@kenes.com

Storage

The ACV has no storage facilities for empty containers and other materials required for the exhibition.

Excess stock, literature or packing cases may not be stored on, around or behind Booths, unless contained within a lockable storeroom, doors to which must have a vision panel.

The venue does not have any storage facility for materials left on-site outside of tenancy times.

Any materials/items left at the end of the tenancy will be thrown away and a charge made to the individual Exhibitor/contractor concerned.

Storage of empties: Empties should generally be stored directly with **Merkur Expo Logistics. Customs Clearance & Freight Handling Agent**

Merkur Expo Logistics

Mr. Bernd Blum

Tel.: + 49 (0) 6173 966 95 11

Fax.: + 49 (0) 6173 966 95 29

Cell: + 49 (0) 175 5880 291

E: Bernd.Blum@Merkur-expo.com

For shipping instructions and tariff, please check [here](#).

Kenes Group Contacts:

pain360 Organiser Kenes Group

Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140

Exhibition Manager & Industry Coordinator

Elianne Baran Ganot

T: +41 22 908 0488 EXT. 921

E-mail: eganach@kenes.com

Industry Liaison & Sales

Teresa Casillas Seoane

T: +41 22 908 0488 Ext. 544

E-mail: tseoane@kenes.com

Registration Specialist

Revital Michaeli

T: +41 22 908 0488 Ext. 978

E-mail: rmichaeli@kenes.com

Official Contractors:

Stand Construction / Additional Stand Fittings / Furniture Rental / Graphics & Signage/Electricity\ Daily Booth Cleaning

SEG

Mr Ivaylo Aleksiev

T: + 359 2 8669440

M: + 359 89 8770977

E: ivoal@seg.live

W: www.seg.live

Catalog: [click here](#)

Please note that **SEG** is the official Booth Contractor.

You may contact **SEG** to upgrade/modify your shell scheme booth which was pre-booked from Kenes.

SEG can provide exhibitors with designs and custom build booth . For more information and product catalogue please contact directly **Ivaylo Aleksiev** at ivoal@seg.live , also for electricity and daily booth cleaning.

Official Onsite Logistic Agent / Material Handling, Customs & Transportation services

Hermes – Merkur

E-mail: Bernd.Blum@merkur-expo.com

Tel: + 49 617 396 69 511

Mobile: + 49 175 588 0291

Merkur is the **exclusive** handler inside the venue.

Catering

Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the **official** Pain 360 Conference Caterer:

Motto Catering GmbH

Mr. Thomas Huszar

Bruno-Kreisky-Platz 1, 1220 Wien

Tel: +43 1 585 23 03 – 28

Mobile: +43 664 881 802 98

E-mail: t.huszar@mottogroup.at

W: www.motto-catering.at

ACV Emergency Exits and Exit Routes – please click [here](#)

ACV Safety and Security Fact Sheet – please click [here](#)

ACV Fire Action Plan – please click [here](#)

ACV Guidelines for Decorations & Materials – please click [here](#)