Exhibition Manual

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the **WSC 2026** Exhibition.

The Exhibition will be held in conjunction with **18th World Stroke Congress (WSC),** which will take place in Seoul, South Korea, from 21-23 October.

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

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

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

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

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

Venue Address:

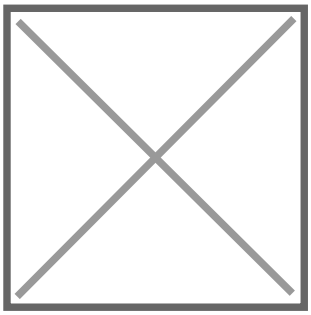
COEX

513, Yeongdong-daero, Gangnam-gu
Seoul 06164 Republic of Korea (North Entrance)

For any questions, please contact:

Aleksandra Sinapova

Exhibition & Industry Coordinator



E: asinapova@kenes.com | M: +359 895 76 0548

Exhibitors and Supporters Portal

The Portal enables Exhibitors and Supporters to:

- Submit Company logo and profile
- Order Lead retrieval (Badge scanners)
- Submit a list of individual names for badges based on the number of badges specified in your sponsorship contract
- Order extra exhibitor badges
- Submit booth drawing (applicable for “Space Only” booths)
- Submit lettering for Fascia sign (applicable for “Shell Scheme” booths)
- Submit other deliverables as per sponsorship contract

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

Login details to access the Portal have been sent to the company representative who signed the contract.
kindly keep the Exhibitor’s Portal link together with your login information on hand for future reference.

Notes:

- Each company received a single user account and a password. These credentials were sent to the primary contact listed in our system (usually the person who signed the contract). This individual is responsible for sharing the login information with any authorized team members or third parties who require access to the portal.
- The contract holder will be charged with any purchase made by their employee, stand builder or agency, unless requested otherwise in writing.

- Access to all Portal services will be available only after submission of your company logo and profile.
- Please note that access to the portal allows the user to see information from previous transactions made by your company with Kenes Group.
- Only deliverables indicated in your contract, should be submitted. Items that are not included in your contract will not be processed.

Exhibition Timetable

Set up	Monday, 19 October **Exhibition Set-up ALL Stands**	09:00 – 19:00 * **Safety Shoe**
	Tuesday, 20 October **Exhibition Set-up ALL Stands**	08:00 – 19:00 * **Safety Shoe**
Exhibition Opening	Wednesday, 21 October	09:00 – End of
	Thursday, 22 October	09:00 – 17:30
	Friday, 23 October	09:00 – 16:00

Dismantling	Friday,23 October	16:00-17:15 **Quiet disman** **Exhibitors ca** **materials. Th** **dismantle the** **forklifts, palle** 17:15-22:00 **Real dismantl**

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

Dismantling of the stands before the official hour is not permitted.

All exhibitors should be in their Booth 30 minutes before the official opening hour.

Please Note:

- Empty crates and packaging material must be removed after set-up and no later than **Tuesday, 20 October at 18:00**.
- All aisles must be clear of exhibits and packaging materials to always enable cleaning.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hours.
- SAFETY SHOES ARE A “MUST” during set-up dates: 19 and 20 October (also for Shell Scheme exhibitors!) and during dismantling on October 23. Access to the exhibition hall will NOT be allowed without safety shoes.
- Safety Items are always compulsory when: design stand builders are working on the space; construction materials are on the aisles; machinery (forklifts, cherry pickers are on the space).
- No Safety Items are compulsory when: aisles are empty (no construction material); main set up doors are closed, and no more machinery will be on the space (only

transpallets allowed); during this time stand builders can be working inside the booth; this time is for exhibitors to start decorating their booths.

Off Exhibition Information

- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.
- Dismantling of the booths before the official closing of the exhibition is not permitted.
- It is the exhibitor’s responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Friday, 23 October at 22:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

Waste Removal

- It is the exhibitor’s responsibility to dispose all materials after dismantling.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your stand.
- Please note we will have a security guard at night from the moment the exhibition is closed until the following day when we open.

Welcome Reception at The Exhibition Area

You are cordially invited to the Welcome Reception held in the Exhibition Hall on **Wednesday,21 October from 19:00**. Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall.

Access to the Exhibition Hall during Set-up and Dismantling

All workers are required to conduct TBM and a mobile pass will be issued after TBM. The QR codes are attached to loading dock walls, so it is easy to find (workers don’t have to download any programs or apps for TBM).

Exhibition - Deadlines and Key Dates

Action Item	Deadline	

Hotel reservation for Staff	**As soon as possible**	htt or
Company logo and profile	**As soon as possible and no later than Tuesday, 15 September**	
Designed Booth Approval	**Tuesday, 15 September**	Via htt
Text or logo for Fascia *(Shell Scheme stands only)*		
Lead Retrieval Wireless Barcode Reader	**Thursday, 08 October**	
Badge Order	**Monday,28 September**	Via htt
Furniture Rental	**Monday, 05 October**	For Ord hid
Shell Scheme Extras		
Electricity (All booths)		
Graphics/Signage		
In-Booth Cleaning		
Telecommunications and AV Equip. *(Screens, Laptop, Desktop)*		
Wired Internet		

Hostesses & Temporary Staff Hire	**Please contact the company directly**	T: M: Em
Internet (WIFI available only)	**Onsite**	WI Ple the
In-booth Catering	**Monday, 21 September**	Em For For For For
Logistics		
Air freight (Seoul airport)	**Please contact DSV**	Lor ore Off Mo Ou Mik Mo For
Road freight direct to the venue		
Road freight via warehouse		

Exhibitor's badges

All exhibitors are required to be registered and will receive a badge displaying **the exhibiting company name and individual participant name.**
Exhibitor badges will be given as per your contract.
Two exhibitor badges will be given for the first 9 sqm booked and one additional badge for each 9 sqm after.
Any additional exhibitor's badges will be charged an exhibitor registration fee of **215 USD**
Companies can purchase a maximum number of exhibitor registrations as follows:
✓ Stands of up to 60sqm – 15 exhibitor registrations
✓ Stands larger than 60sqm – 25 exhibitor registrations

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

Additional Exhibitor badges can be ordered via Kenes Exhibitor's Portal

https://exhibitorportal.kenes.com

Price for extra exhibitor badge is **215 USD**

Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge.

Deadline: **Monday, 28 September**

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

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

REGISTRATION OF STAND PERSONNEL

In order to be granted access to the exhibition area each individual will need to wear a name badge.

This includes the regular staff from the exhibitor’s company and any hired staff e.g. hostesses, bar and service personnel etc. For security reasons, stand personnel must wear their name badges at all times.

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

The badge is indicating	Company name, individual name, count
This badge will give you access to	Exhibition area (including access before opening hours); Congress Opening Cere Reception
This badge will **not** give you access to	Scientific and educational sessions; pub pass; any offsite events
This badge is for	All representatives and staff of the exhi (hired by an agency eg., hostesses); gu exhibitor, bar and service personnel, ph

Exhibition Floor Plan and List of Exhibitors

List of Exhibitors

Please see all exhibitors listed here: https://worldstrokecongress.org/confirmed-sponsors-and-exhibitors/

Exhibition Floor Plan

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

For most updated floor plan and list of exhibitors, please click here

K-Lead (Badge Scanning)

Lead Retrieval Wireless Barcode Reader

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth. Information obtained by the 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.

Advantages of the K-Lead application:

Seamless Integration: Download directly to your device; no extra hardware needed!

Effortless Scanning: Quickly scan attendee badges to capture leads.

Customizable Notes: Add personal comments to each lead for better follow-up.

"Quick Scan" Function: Ability to quickly scan delegates as they enter the symposium hall.

Instant Access: Get real-time lead information for immediate engagement.

Universal Compatibility: Download from the Apple Store or Google Play using "Kenes K-Lead App.

Cost per unit: **750 USD** (excluding 4% credit card charges fees, excluding VAT if applicable).

Device is **NOT included!**

Deadline: Thursday, 08 October

Onsite rate of 850 EUR will be applied for orders received after above deadline.

Unlock the Power of K-Lead Plus:

Automated Follow-up Emails: Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!

Tailored Email Customization: Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.

Timely Engagement: Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.

Trackable Insights: Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.

Compatibility: K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: 350 USD

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

Device Not Included: The application must be installed on your personal or company device (tablet/smartphone).

Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.

Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.

Easy Reservation: Secure your Wireless Barcode Reader in the Exhibitor's Portal https://exhibitorportal.kenes.com.

GDPR Compliance: We've updated our privacy policy in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.

By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to Data Processing Agreement.

How to order K-Lead and K-Lead Plus? -> Please access the Exhibitor's Portal: https://exhibitorportal.kenes.com

API Integration

Do you want to use your own scanning device or app? Need real-time API integration?

We're excited to introduce our new API-sharing service that seamlessly integrates delegate data from our events directly into your CRM. No more manual data entry—just instant, secure, and accurate lead transfer.

How it works:

- Instant API Access – Scan delegate badges using your own app and retrieve full attendee details.
- Real-Time Sync – Automatically update your CRM.
- CRM Compatibility – Integrates with major CRM systems like Salesforce, HubSpot, and Microsoft Dynamics.
- Data Accuracy – Ensure accurate, up-to-date delegate info, reducing manual entry errors.
- Custom Mapping – Adapt data fields to fit your CRM's structure.
- Secure & Compliant – Advanced encryption ensures data protection.
- Analytics & Reporting – Gain insights on leads and engagement.

Benefits of this solution?

✔ Saves time by eliminating manual entry

✔ Enhances lead accuracy and efficiency

✔ Integrates effortlessly with your existing tools

To get a quote and place your order, please reach out to the Exhibition Manager Aleksandra Sinapova at asinapova@kenes.com

Deadline: **Thursday, 08 October**

Exhibition Hall Specifications and Important Technical Information

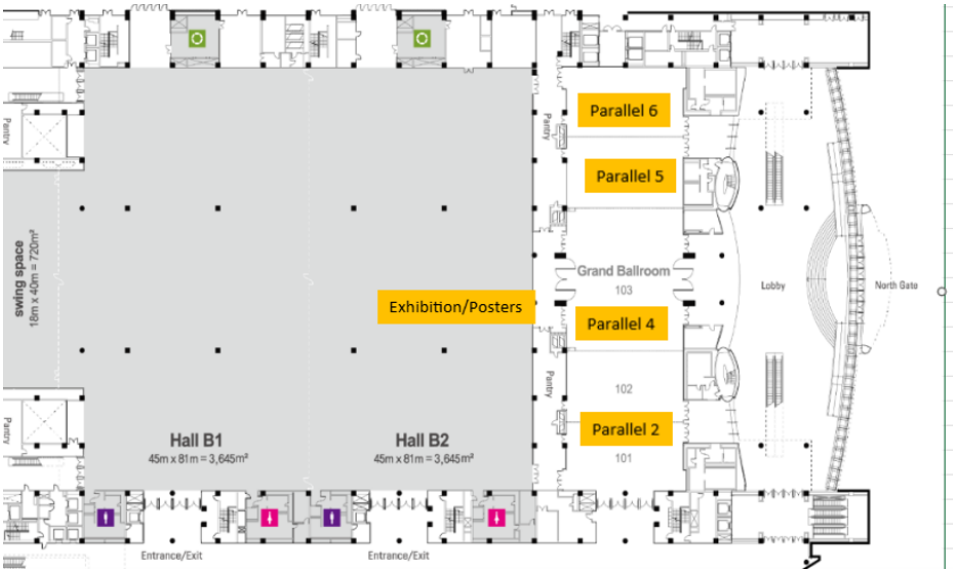
Exhibition Area

The Exhibition is being held in **Hall B2** which is **located** on **1st Floor**.

For hall details, please click here .

For venue virtual tour, please click here.





Build up Height

- The maximum build up height allowed for booth walls is **4 meters.**
- **Exhibitors who have stands higher than the maximum permitted height will not be allowed to set-up their stands.**
- Electricity comes from the floor.
- Shell scheme stand build up is **2.5 meters**. Any part facing neighboring stands that is above 2.5 meters in height needs to be designed with neutral surfaces (white).

- If your booth shares a wall/border with another booth (back-to-back walls or side-by-side walls):

Any part facing the adjacent booth(s) that is above 2.5m in height must be designed with neutral tones (preferably white). The reverse side of any booth that is adjacent to another booth – over 2.5m in height – must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.

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

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

Floor

Floor type: Epoxy

Maximum floor load: 1.5ton/□

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

Every exhibitor has to cover the fully rented surface (e.g., carpet or other flooring). Tape used to fix carpet must be fully removable. If tape is used, which is not fully removable or leaves traces, additional cleaning costs will be incurred by COEX. Oil, grease, paint, and similar substances must be removed from the floor immediately. The hall floor may not be painted or drilled, nor may anything be stuck to it which is not completely removable. All additional costs for any kind of contamination will be charged upon actual expenditure by COEX.

Ceiling Rigging

Ceiling hanging is not permitted.

Raised Floor / Platform

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

Shell Scheme Booths -Technical Information and Regulations

Shell Scheme Booths

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

Shell Scheme which has been **pre-booked with Kenes** includes the following**:**

- Shell Scheme Panels
- Company name on Fascia board printed in standard lettering and booth number
- 1 electric outlet **(Power priced separately)**
- 1 spot per 3 m²
- light grey carpet



Booth Package does not include:

- In-booth daily cleaning
- Electricity
- Furniture

Electricity, furniture, graphics and other products and supporting services can be ordered via the order form. Order form must be filled out and sent to hidedaka@rabbitspace.co.kr

Booth Graphics

For order form, click here

For Graphics guidelines, click here

Please submit your graphics to hidedaka@rabbitspace.co.kr

Note: **Corner shell scheme booths** are provided with **two open sides** and 2 fascia panels with company name.

Fascia Sign

A maximum of 21 characters (including spaces) may be written on your fascia.

Please submit lettering for fascia via the Exhibitor's Portal by **Tuesday, 15 September.**

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

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

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

*****Note regarding fascia:*** *except spelling, pay attention to the use of capital and under cast characters. If your fascia text is not received by this date, we will provide you with a fascia title as per your company name submitted with your profile. If you wish to print your logo on the board, instead of the name or in addition to the name, this can be ordered at additional cost via the official contractor.*

Technical Information and Regulations for Shell Schemes Booths

- All basic shell scheme booth will be designed and built by **RABBIT** – the official stand contractor
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Tuesday, 15 September.**
- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- Under any circumstances, it is not allowed to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying **a booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Tuesday, 15 September** – it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Shell scheme booths will be provided with **blue** If an exhibitor wishes to change the color of the carpet in the booth, additional cost may be incurred. Please contact

RABBIT – the official stand contractor.

- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact **RABBIT** – the official stand contractor – as per published deadlines (see section “Deadlines & Key dates

"Space Only" Booths - Technical Information and Regulations

Space Only Booths

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

1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.
2. Utility connections: electrical, water and drainage – a list of all appliances
3. The name and contact details of their construction company.
4. Any modifications to an approved booth design, no matter how minor, require prior notice and additional review. Booth design must strictly adhere to the original approved layout

Please submit the files through the Kenes Exhibitor’s Portal:
https://exhibitorportal.kenes.com

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

Deadline: Tuesday, 15 September

Max build up height: 4m

Ceiling hanging is not permitted.

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
- Exhibitors are kindly requested to allow sufficient see – through areas that ensure clear views of surrounding exhibits. **Entire sideway walls will not be approved**. You are only allowed to build walls that cover third of each side.

- **Island booths should be partly accessible on all “open” sides**. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle is allowed but max 1/3 of side to side may be covered.
- 360-degree suspended banner/logos are only permitted for **island booths.**
- Construction finish must be perfect in all the stand’s visible areas, including rear sides.
- Please note that if your booth has a platform, you are required to provide a ramp to ensure access for people with disabilities.
- Advertising on the boundary with other stands is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Screens or any kind of equipment to be shown or demonstrated may **not** be placed **directly on the edge** of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- Coffee bars or other F&B-stations have to be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- For booths sharing a border with another booth: the reverse side of any hanging banner must be plain white or gray, without any logos, graphics, or wiring. Hanging logos and advertisements must not face neighboring booths. Be sure to check this when approving booth designs.
- Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.

- Any part facing neighboring stands that is above 2.50 m in height needs to be designed with neutral surfaces (white or grey).
- **Please note that if your booth has a platform/raised floor, you are required to provide a ramp or sloped edging around the entire booth to ensure access for people with disabilities**.
- The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible to avoid trip hazard. Advertising on the boundary with other stands is prohibited.
- **For our reference, see below an image showing sloped edging.



Kindly note:

• The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.

• Work cannot commence until the booth drawings are approved by the organizers.

• The used spaces must be returned to COEX completely clear of all items and the Exhibition areas restored to their original state.

Electricity and Electrical Installations for All booths

Electricity and Electrical Installations for All booths

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

RABBIT is the only company allowed to connect any kind of device directly to the main power sources.
Only **RABBIT** is authorized to provide the electrical switchboard for the power points.
Thus, every exhibitor should order an electrical switchboard from RABBIT and pay for the electrical consumption according to his power needs.

Please refer to the **order form** – **click here**

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

Please note the following:

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

RABBIT provides electric service in the Exhibition area during the official exhibition times only. At the end of the day, we recommend switching off your main electrical sources in order to save energy and prevent any accidents overnight**.**

At the end of the day the booth manager must check before leaving the venue that the booth spotlights are switched off for security and ecologic reasons. **RABBIT** won't be liable for any damages caused from this action.
In case that the stand builder brings their own electrical switchboard, (it has to be connected to **RABBIT** switchboard it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day.
In case that you need 24h electrical connection for some devices (excluding booth

general light), a second electrical switchboard will have to be ordered. Booth managers will have to make sure the general lights are turned off.

Booth Services

Booth Services

Booth Cleaning

The organizers will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (excluding exhibit booths and displays). For ordering daily stand cleaning, please refer to the order form – click here.

No other company can clean the venue facilities surfaces to avoid damages.

Internet & Wi-Fi

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

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

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

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

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

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

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

If you wish to order Wi-FI for your booth, you can buy Wi-FI cards on-site. Please go directly to Room 435 on the 4th floor buy the cards.

Security

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

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

Booth Catering

Food & Beverages service is an **exclusivity** of the **GRAMERCY.**

Exhibitors who wish to order food and beverages for their stand are welcome to do so directly with:

GRAMERCY:

Kkonnim Bae

Email: kn.bae@gdgalleria.com

For Barista Service, click here

For coffee break, click here

For Boxed Meal, click here

For order form, click here

Exhibitors are not permitted to bring their own baristas or coffee machines. All barista services and coffee machine rentals should be arranged through **GRAMERCY**.

If you would like to bring any coffee machine or barista, please contact the catering company as they are holding exclusivity (Kkonnim Bae**,** Email: kn.bae@gdgalleria.com)

Important:

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

In case to have any other doubts about F&B please contact the organizers or the **GRAMERCY** at kn.bae@gdgalleria.com to avoid misunderstandings once the event stared.

Storage

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

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

Please contact **DSV** with information on sizes and number of parcels, size, and storage period.

E-mail: lorena.perdomo@dsv.com

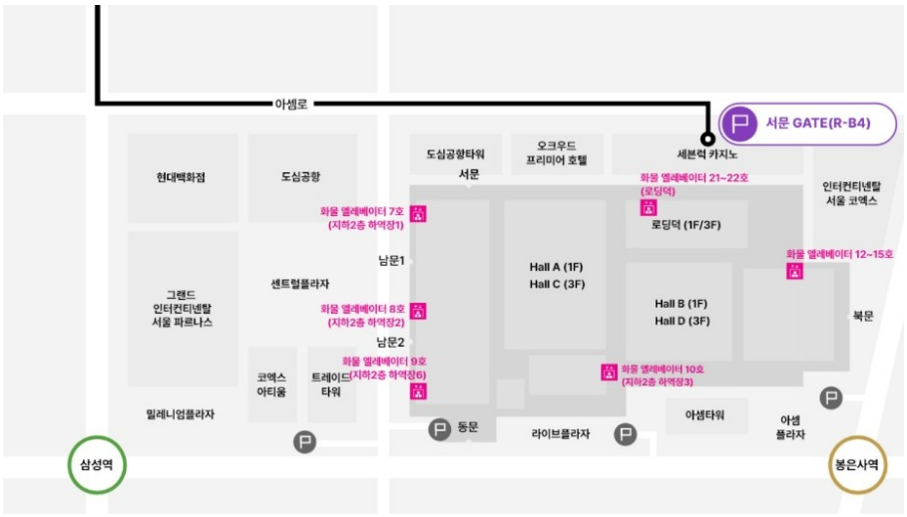
Shipments sent directly to the venue prior to the set-up period, will be refused by the venue.

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

Loading area

For the location of loading area, please click here





The loading docks on the 1st and 3rd floors must be used only for loading, unloading and moving exhibition cargo. The entry of passengers' cars and vans (excluding approved cargo vans) into the loading dock is prohibited. Parking, storage of goods, and business activities are also not allowed.

Please note that **DSV** is the exclusive agent for move in and move out.

To ensure that traffic movement is as smooth and trouble free as possible, exhibitors will be allocated a time at which to unload.

It is imperative that unloading times are strictly adhered to and that vehicles are removed as soon as unloading is complete.

Loading doors:

4.3m(H) x 7.5m(w)

Parking

COEX has parking facilities located within the Exhibition Centre.

For more details, please click here.

Access to the exhibition area

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

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

Access for Deliveries

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

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

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

Accommodation

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

Information, pictures, location and rates are available on the hotel accommodation page: https://hotels.kenes.com/congress/WSC26 or email us to: aivanova@kenes.com

You may also book a room online thought above link.

For **group booking** (10 rooms and more) please contact **Ms. Anna Ivanova**

Email: aivanova@kenes.com

Different payment and cancellation conditions apply.

1:1 Meeting Scheduler -Kenes Connect

We are delighted to offer you an exciting opportunity to maximize your visibility and engagement at WSC 2026 with **1:1 Meeting Scheduler**, our new smart meeting scheduling feature.

With 1:1 Meeting Scheduler, you can:

- Enable delegates to book one-on-one meetings directly with your team
- Increase onsite traffic and strengthen your brand visibility
- Highlight your key projects to attract the right audience
- Connect with attendees genuinely interested in your company and projects
- Manage all your meetings easily through the Exhibitor Portal

 Don't miss out! As this is our first launch, we're offering *1:1* Meeting Scheduler at a reduced price for this year only. Take advantage of this exclusive opportunity to connect, engage, and grow your impact at WSC.

All you need to do is to login to the Exhibitor Portal and Order .
Link to access the Portal https://exhibitorportal.kenes.com
Cost: 750 USD

Rules and Regulations - Binding for all exhibitors and their subcontractors

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

Animals

It is not permitted to bring animals into the COEX.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the

perception of risk.

- The Exhibitors and contractors are required to wear the necessary **personal protective equipment**(PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly forbidden.

Health & Safety

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

Children

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

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

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

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or

damage to property left behind. Any costs incurred by the COEX in removing this property will be charged to the exhibitor.

Fire Regulations

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

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Smoke

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

Heavy Weight Element / Large Machinery

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

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

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

Hanging of Posters, Banners etc.

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

Insurance (compulsory)

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

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the COEX or any part thereof in any manner whatsoever.

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.
Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).
It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.
Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company. Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the COEX cannot accept liability for loss of or damage to private property or goods.
- Neither COEX nor the organizers can accept responsibility for the security of the booths and their contents. The COEX as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods.

Exhibitors are fully responsible for the security of their booth and equipment.

- Please consider hiring extra security for your booth if needed.

Personal Transportation Vehicles

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

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor’s booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are allowed to film in their own booth, staff and material, but all equipment and camera crew must stay within the exhibition booth. Filming of other exhibitors and their materials, congress features or any sessions is expressly forbidden unless permission has been given by the exhibitor or the organizer respectively.
- The photographing of booths is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of his/her own stand and can avoid inclusion of neighboring booths. Photography during the opening times of the exhibition of all aspects of the event is allowed in all instances except in cases where the photographer or photography equipment would cause an obstruction or danger to delegates / staff visiting or working in the exhibition hall.
- All filming must be used solely for educational purposes and the copyright will be owned by WSC unless agreed otherwise in writing. The company should in writing inform the organisers of their intention to film, describing the subject and the purpose of the activity. Filming and audio-recording will only be allowed once written confirmation is received by the applicant from the organizers.

Smoking Policy

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

Special Effects

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

Waste Removal

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

The COEX reserves the right to access inside the booth in order to check the compliance with the COEX regulations.

At all times you must consider the staff's logistics COEX indications.

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

Shipping Instructions

DSV Fairs & Events Spain has been nominated as the official freight & onsite handling contractor for this congress.

For safety, insurance, and efficiency reasons, **DSV are the sole official contractor** to handle cargo inside the venue.

DSV offers the following services:

Customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall and onsite supervision.

DSV

Lorena Perdomo – lorena.perdomo@dsv.com

Office: +34 930260837

Mobile +34 627582484

Our local office:

Mike Lee – mike.lee1@dsv.com

Mobile: +82 1074808042

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

For Shipping Instructions, click here

Stand builders are prohibited from using trolleys during set-up and dismantling periods. Kindly note that the official contractor is the exclusive agent for move-in and move-out of the venue.

Exhibitors and stand builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with DSV.

Insurance of Goods

All cargo should be insured from point of origin.

DSV will be able to assist if needed.

Important Information Regarding Direct Deliveries to the Venue:

Road freight:

All direct vehicles going to the venue must pre-book an unloading/reloading time slot before arrival . DSV will provide a time slot reference doc for your vehicle that must be shown to DSV staff upon arrival at the Hilton.

Courier:

Courier companies (FedEx, UPS, DHL, etc.) cannot do the customs clearance of shipments for events or exhibitions as they need an importer with local country tax ID. Please avoid sending cargo with them.

We do NOT recommend shipping materials such as brochures, flyers, bag inserts, lanyards, and small gifts via international courier due to customs regulations and entry restrictions of such items. We suggest producing these materials locally in Buenos Aires if possible.

In case you send goods through courier companies get in touch with DSV in advance to ensure a viability and a smooth clearance.

Please contact DSV for tailor made instructions.

Any deliveries made directly to the venue without going through DSV, will be at the exhibitor's own risk. If goods do not arrive on time or are mislaid, the organizers and DSV will not take any responsibility.

Exhibitors who choose to proceed with direct deliveries must strictly adhere to the following guidelines:

Exhibitors who choose to proceed with direct deliveries must strictly adhere to the following guidelines:

Direct deliveries to the venue be coordinated **in advance** with DSV.

Contact person Lorena Perdomo – lorena.perdomo@dsv.com

All deliveries must have a special label attached. These labels can be obtained from DSV.

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

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

Contacts Information

Kenes Group Contacts:

Exhibition Manager

Aleksandra Sinapova

Tel: +41 22 9080488 Ext: 217

Email: asinapova@kenes.com

Sponsorship and Exhibition Sales

Renata Gorinstein

Tel: +41 22 9080488 Ext.601

Email:rgorinstein@kenes.com

Registration

Nerea Esteban

Email: reg_wsc26@kenes.com

Hotel Accommodation

Anna Ivanova

Email: aivanova@kenes.com

https://hotels.kenes.com/congress/WSC26

Official Contractors:

Electricity\ Stand fitting \ Graphics and Signage\ Booth construction\ Furniture/In booth cleaning

RABBIT

For order form, click here

Order form must be filled out and sent to hidedaka@rabbitspace.co.kr

In-Booth Catering

GRAMERCY

Kkonnim Bae

Email: kn.bae@gdgalleria.com

For Barista Service, click here

For coffee break, click here

For Boxed Meal, click here

Freight Handling & Customs Clearance Agent

DSV

Lorena Perdomo – lorena.perdomo@dsv.com

Office: +34 930260837

Mobile +34 627582484

Our local office:

Mike Lee – mike.lee1@dsv.com

Mobile: +82 1074808042

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

For Shipping Instructions, click here