

# Exhibition Manual

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the WSC 2024 Exhibition.

The Exhibition will be held in conjunction with **16th World Stroke Congress (WSC 2024)** which will take place **from October 23-26** at **Abu Dhabi National Exhibition Centre (ADNEC)**.

The exhibition manual 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 in Abu Dhabi and wish you a successful Congress and exhibition! 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.

Action Item	Deadline	Contact Person
Hotel reservation for Staff	<b>As soon as possible</b>	<a href="https://hotels.kenes.com/congress/wsc24">https://hotels.kenes.com/congress/wsc24</a> or email us to: <a href="mailto:tvidra@kenes.com">tvidra@kenes.com</a>
Company logo and profile	<b>As soon as possible and no later than Thursday, September 12</b>	
Designed Booth Approval		
Text for Fascia (Shell Scheme stands only)	<b>Monday, September 23</b>	Via Kenes Exhibitor's Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Lead Retrieval Wireless Barcode Reader	<b>Thursday, October 10</b>	
Badge Order	<b>Friday, October 04</b>	<a href="mailto:reg_wsc24@kenes.com">reg_wsc24@kenes.com</a>
Furniture Rental		
Shell Scheme Extras		
Graphics/Signage	<b>Coming Soon</b>	<b>Coming Soon</b>
Telecommunications and AV Equip. (Screens, Laptop, Desktop)		
Private Internet Connection	<b>Monday, October 07</b>	For order form, please <a href="#">click here</a>
Daily Booth Cleaning	<b>Please refer to the deadline in the order form</b>	<b>ADNEC</b> For order form, please <a href="#">click here</a> Email: <a href="mailto:customer.services@adnec.ae">customer.services@adnec.ae</a>
In-booth Catering	<b>All orders must be placed 14 days in advance.</b> <i>Any last-minute requests will be subject to availability.</i>	<b>Capital Catering</b> For order form, please <a href="#">click here</a> Email: <a href="mailto:sales@capitalcatering.ae">sales@capitalcatering.ae</a>
Booth Security	<b>Please refer to the deadline mentioned in the order form</b>	<b>ADNEC</b> For order form, please <a href="#">click here</a> Email: <a href="mailto:customer.services@adnec.ae">customer.services@adnec.ae</a>
<b>Delivery</b>		
Door to Door Shipments		<b>Mrs. Irit Sofer</b>
Airfreight Shipments – Arrival to recommended airport	<b>Please contact MERKUR</b>	Mobile: +972-52-8890129
Exhibition goods – Direct Deliveries to Congress Venue	<b>Subject to time slot, only full load trucks</b> <b>NB! Please note there should be a person from your side to receive your Deliveries.</b>	E-mail: <a href="mailto:irit.sofer@merkur-expo.com">irit.sofer@merkur-expo.com</a> For shipping instructions, please <a href="#">click here</a>
<b>Set up</b>	Monday, 21 <sup>st</sup> October <b>Exhibition Set-up for Space only</b>	10:00 – 19:30 <i>*Safety Shoes, helmet, high visibility vest are mandatory</i>
	Monday, 21st October <b>Exhibition Set-up- for ALL Stands</b>	12:00-19:30 <i>*Safety Shoes, helmet, high visibility vest are mandatory</i>

	Tuesday, 22 <sup>nd</sup> October <b>Exhibition Set-up- for ALL Stands</b>	08:30-19:30 <i>*Safety Shoes, helmet, high visibility vest are mandatory</i>
	Wednesday, 23 <sup>rd</sup> October	09:00 – End of Welcome Reception
<b>Exhibition Opening</b>	Thursday, 24 <sup>th</sup> October	09:00 – 17:30
	Friday, 25 <sup>th</sup> October	09:00 – 17:30
<b>Dismantling</b>		17:30 – 18:30 Quit dismantling <i>Exhibitors can pack their exhibition materials. They are not allowed to dismantle the booth structure, use forklifts, pallet trucks or trolley.</i>
	Friday, 25 <sup>th</sup> October	18:30-00:00 Real dismantling
		13:30 -20:00
	Saturday, 26 <sup>th</sup> October	<i>*Safety Shoes, helmet, high visibility vest are mandatory</i>

**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, October 22 at 19:30.**

• All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.

• Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

• **SAFETY SHOES, HELMET, HIGH VISIBILITY VEST are mandatory ARE A “MUST”** during set-up days on **Monday, October 21 and 22** (also for Shell Scheme exhibitors!) and **during dismantling on Saturday, October 26.** Access to the exhibition hall will **NOT** be allowed.

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

Off Exhibition Information

• Therefore, 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 **Saturday, October 26 at 20:00** 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.

• **In addition, please consider hiring extra security for your Booth before/ after Exhibition Operating hours in case you have valuable stuff in your booths.**

Welcome Reception at The Exhibition Area

On **Wednesday, October 23** you are cordially invited to the **Welcome Reception** held in the **Exhibition Hall** from **19:15**. Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall.

## List of Exhibitors

Please see all exhibitors listed here:

<http://wsc2025.wp02admin.kenes.com/confirmed-sponsors-and-exhibitors-2/>

## 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](#). All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Individual participant names will not appear on badges in order that they may be used interchangeably between staff members.

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 **226 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 online via <https://exhibitorportal.kenes.com>

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

**Deadline: Friday, October 04**

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 onsite registration desk.

## REGISTRATION OF STAND PERSONNEL

In order to be granted access in 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, country
This badge will give you access to	Exhibition area (including access before the official opening hours); Congress Opening Ceremony; Welcome Reception
This badge will <b>not</b> give you access to	Scientific and educational sessions; public transport pass; any offsite events
This badge is for	All representatives and staff of the exhibitor; local staff ( hired by an agency eg., hostesses); guests of the exhibitor, bar and service personnel, photographer, etc.

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

**Device is NOT included!**

**Deadline: 2 weeks prior to the conference**

**Onsite rate of USD 900** will be applied for order 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: USD 800**

## 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>

Exhibition Area

The Exhibition is being held in **the Atrium**

<https://www.adnec.ae/en/discover-adnec/virtual-tour>



Please note that the balcony and the stairs will be accessible for delegates and we highly recommend to close the top parts of the booth, especially if you have storage room.

- **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.**
- Shell scheme stand build up is **5 meters**.
- Any part facing neighboring stands that is above 2.5 meters in height needs to be designed with neutral surfaces (white).

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.**

The hall doesn't have power, internet or water and wastewater provision. These services need to be pulled either from Hall 4 or 5. This creates a lot of cabling and installations. Cables need to be properly managed using cable ramps. We recommend platform for the stands, specially for the bigger stands, so all the cables installations can be setup below the platform.

Floor

**Floor type:** marble floor

**Maximum floor load:** 1 ton per sqm weight loading limit

**All stands must be built on carpet to protect the marble floor including the stand area.**

Carpets must be installed under all stands to avoid floor/ marble damages.

ADNEC requires the use of 3M low tack tape, which is a kind that can be easily removed.

- The recommended double-sided fixing tape to be used is code B7 and comes in 50m x 50mm reels.
- Plastic packing tape, gaffer tape, masking tape or drafting tape, all of which are difficult tapes to remove from floors, are not to be used.
- Carpet must also be laid around the footprint of the stand to house materials and stand fitting required for build-up and break down.
- Any tape not removed will be removed by ADNEC at the Exhibitor's expense.
- The use of carpet spray adhesive or glue is not permitted.
- Additionally should the removal of the carpet tape cause any damage to the fabric of the building, the cost of "making good" will be charged to the exhibitor.

## Ceiling Rigging

### Ceiling hanging is not permitted

#### Raised Floor / Platform

- The organizers and the ADNEC 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 ADNEC 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 Official Contractor (electricity, water, cables, Internet, etc.) are in the right place. Access to the service points/water trap/electricity trap 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.

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:

### Coming soon

#### Fascia Sign

\*Maximum of 21 characters (including spaces) may be written on your fascia (valid for 9 sqm booths).

Please submit lettering for fascia via the Exhibitor's Portal by **Monday, September 23**

You can submit your design/Fascia on the Exhibitors' Portal: <https://exhibitorportal.kenes.com>

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.

### Technical Information and Regulations for Shell Schemes Booths

- All basic shell scheme booth will be designed and built by the **TBA**– 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 on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Thursday, September 19**
- No free-standing stand-fitting or display(s) may exceed a height of **5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances 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 **Thursday, September 19** - 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 a carpet. If an exhibitor wishes to change the color of the carpet in the booth, additional cost may be incurred.
- 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 the **Exhibition Manager Aleksandra Sinapova** at [asinapova@kenes.com](mailto:asinapova@kenes.com) - the official stand contractor - as per published deadlines (see section "Deadlines & Key dates").

Exhibitors using independent contractors are required to submit the following for the organizer 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. **PI Form and CM form (for more information check below)**

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: Monday, September 23

- 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 covers 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. Construction finish must be perfect in all the stand’s visible areas, including rear sides.**
- 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.



- **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.
- The maximum building height for the top of all elements is **4 meters**.
- 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.
- **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).
- **Ceiling Rigging is not available**

#### **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 ADNEC completely clear of all items and the Exhibition areas restored to their original state.

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

ADNEC is the only company allowed to connect any kind of device directly to the main power sources.

Only ADNEC is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from ADNEC and pay for the electrical consumption according to his power needs.

Please refer to the **Exhibitor Order Form – coming soon**

- ADNEC will check that the official electrical switchboard is not removed from the booth.
- Electrical switchboards provide 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.
- The ADNEC 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 the ADNEC(CETAC, ...).
- The ADNEC only could provide electricity from the electrical ducts on the floor.
- It is compulsory to use plastic protector 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.

The ADNEC 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 not to occur 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. The ADNEC won't be liable for any damage caused from this action.

In case that the stand builder brings their own electrical switchboard, (it has to be connected to the **ADNEC** 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 manager will have to make sure the general lights are turned off.

## Booth Cleaning

The organizers will arrange for general cleaning of the exhibition premises prior to the opening of the exhibition and daily prior to opening thereafter (excluding exhibit booths and displays). For ordering daily stand cleaning, please refer to the **Exhibitor Order Form** – [click here](#).

Any company cannot clean the venue facilities surfaces to avoid damage on them.

## Internet & Wi-Fi

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.

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

The Venue and the organizers reserve the right to discontinue any activity which interfere 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.

If you would like to order private wired internet and Wi-Fi connection please [click here](#).

## 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 **ADNEC** nor the organizers can accept responsibility for the security of the stands and their contents. **ADNEC** as well as the organizers are not liable for any possible loss, theft and/or damage that occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their stand and equipment.

To order security for your booth, please [click here](#).

## **Booth Catering**

Food & Beverages service is an **exclusivity** of **Capital Catering**.

Exhibitor wishing to supply food and/or beverages within the booth may only offer such products when purchased from **Capital Catering**. The supply of food or beverages from any other source, subject of prior approval, will attract a corkage-fee. This will be payable by the Client in advance of supply.

If you would like to bring any coffee machine or barista, please contact: [sales@capitalcatering.ae](mailto:sales@capitalcatering.ae)

For order form, please click [here](#) .

## **Important:**

- It is not allowed to enter any kind of Food & Beverages from outside 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 Exhibition manager or the catering company at [sales@capitalcatering.ae](mailto:sales@capitalcatering.ae) to avoid misunderstandings once the event started.

## **Storage**

The **ADNEC** has no storage facilities. Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) should be coordinated with Merkur team (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 Merkur with information on sizes and number of parcels, size, and storage period.

**E-mail:** [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.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, the ADNEC shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the ADNEC takes care of the removal of these items, it will be charged to the exhibitor.

## **Car Parking**

- There are 2 multi-story car parks at ADNEC, with over 6283 spaces that have direct access into the

exhibition center. A traffic management plan will be devised indicating the location and access to the parking. Please note that this may be on or off-site.

- Overnight parking is not permitted without approval. Any vehicles left more than 48 hours will be removed by police.
- These car parking facilities are chargeable.
- Please [click here](#) to book your parking.



## Exhibitors/Contractors and Vehicles Access

ADNEC implemented a formalized and chargeable Contractor and Vehicle Access Process. Please [click here](#) to fill out the access form.

### Contractor's Wristband

- All exhibitors must obtain a wristband to access the ADNEC venue **during the build up and breakdown periods.**
- However, exhibitors are exempt from the charge and the need for a wristband on the last day of build up as long as they can show a valid exhibitor badge and photo ID.
- All contractors must present a valid Emirates ID (for UAE residents) or Passport and Visa copy (for international contractors) at the designated Security Gate
- Contractor's wristband together with the official receipt will be issued upon payment of the applicable fee. Cash or credit card payment is accepted.
- All contractors must wear proper PPE prior to entering the loading bay. Minimum requirement includes (steel toe safety shoes, gloves, high-vis jackets and hard hat)
- All contractors must wear their wristband at all times while in ADNEC location. ADNEC Security must be informed in case of a lost wristband. Contractor will be charged AED 25 for re-issue of a wristband

### Contractor's Pass is issued at the following Security Gates:

- Security Gate 1 (located behind Hall 1) for stands located in Halls 1 to 4, CP1, Grandstand, Marina
- Security Gate 4 (located behind Hall 7) for stands located in Halls 5, 6, 7, 8, 9 & 10
- Security Gate 7 (located behind Hall 10) for stands located in Halls 10, 11 & ICC

### Vehicle Access Pass

- All trucks must go to the Holding Area located under the bridge near the ADNEC Grandstand on arrival to obtain Vehicle Access Pass for accessing the loading bay.
- All drivers are to submit their valid vehicle registration card and driving licence

- Vehicle Access Pass will be issued upon payment of the applicable fees
- Vehicle Access Pass will be stamped with the current time upon entry at the Security Gate
- Additional charges will be imposed for vehicles parked in the loading bay beyond the allocated time limit
- Vehicle Access Pass is valid for single entry only.
- Please ensure your contractors are informed on the correct stand number and hall number
- Space will be allocated on a first come first served basis
- Parking is prohibited in front of the VE doors, emergency exits, lifts and yellow hashed areas.
- Vehicles accessing the loading bays must adhere to all ADNEC rules & regulations

Applicable charges are shown in the table below



## **Traffic Control**

- All Vehicles entering the road systems or the service bays of the Centre must conform to speed limits, road signs and instructions given by ADNEC Security. All private cars must be parked in designated areas except when loading and unloading.
- All roads, car parks and delivery areas in the Centre are private and use of them is entirely at the vehicles owner's own risk. Vehicles using roads, car parks and delivery areas are subject to the Abu Dhabi Traffic Regulations and any vehicle violating these regulations will be reported.
- All heavy vehicles weighing above 2.5 tons are prohibited from using Abu Dhabi city roads between the hours of 6.00am and 8.00am and also 1.00pm and 3.00pm. Violators of the ban will be fined AED 1,000 and have their vehicles impounded for 7 days. Repeat offenders will also receive an additional AED 1,000 fine and a further 14-day impoundment. The driver would also acquire eight points on his license upon each violation. The ban does not apply on Public Holidays or at weekends.

## **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 the ADNEC 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.

Deliveries may not be made prior to **Monday, October 21**. Any deliveries prior to this date, or off the official working hours, will not be accepted. Please refer to the Shipping Instructions for the deliveries address.

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/wsc24>

or email us to: [booking@kenes.com](mailto:booking@kenes.com)

You may also book a room online through the above link.

For **group booking** (10 rooms and more) please contact **Ms. Tami Vidra**

Email: [tvidra@kenes.com](mailto:tvidra@kenes.com)

Different payment and cancellation conditions apply. **IMPORTANT:**

Please [click here](#) to read the Venue Technical Guidelines.

Please note that these regulations are in addition to the exhibition Rules and Regulations found in Section 6.

### **Animals**

It is not permitted to bring animals into the ADNEC.

### **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 ADNEC 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. (at least DIN4102 B1 or EN13501-1 A2/B/C -s3 d2)
- 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 ADNEC.

## **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 ADNEC 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 ADNEC 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 ADNEC 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 ADNEC 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 ADNEC, 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 ADNECor 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 ADNEC cannot accept liability for loss of or damage to private property or goods.
- Neither ADNEC nor the organizers can accept responsibility for the security of the booths and their contents. ADNEC 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. This can be done via **ADNEC** [order form](#).

## **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 on 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 allowable 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.

## **Smoking Policy**

**ADNEC** 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 **ADNEC** and/or the organizers at the expense of the exhibitor concerned.

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

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

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

[Click here](#) if you want to pre-order skips for disposing waste after the build-up or breakdown.

#### Delivery & Logistic Services

Merkur has been appointed the official forwarding agent and clearance agent for this Congress and 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.

For security, insurance, and efficiency reasons, Merkur is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue. Exhibitors and Booth 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 the official logistics agent.

#### Insurance of Goods

All cargo should be insured from point of origin.

#### Exhibition Goods and Display Materials

Please note that all materials entering the venue incur a handling charge.

To receive a price quote for handling and to assure arrival of your materials, please be sure to complete the "Pre-advice" form included in the shipping instructions.

Please Note: All advanced shipments and deliveries to the Hermes/Merkur warehouse, including by courier, must be coordinated with Hermes.

In order to assure receipt of sent materials, Hermes must receive the "Pre-advice" form found at the end of this section.

Please complete this form and return it to [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

You will then receive confirmation of your material arrival.

#### **Merkur Expo Logistics**

Mrs. Patricia Zintel

Tel.: + 49 (0) 6173 966 95 13

Cell: + 49 (0) 170 2229525

Email: [patricia.zintel@merkur-expo.com](mailto:patricia.zintel@merkur-expo.com)

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

## **Kenes Group Contacts:**

### **Conference Organizer**

Kenes Group

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### **Exhibition Manager**

Mrs. Aleksandra Sinapova

Kenes Group

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Email: [asinapova@kenes.com](mailto:asinapova@kenes.com)

### **Sponsorship and Exhibition Sales**

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### **Registration**

Nerea Esteban Perez

Kenes Group

Email: [reg\\_wsc24@kenes.com](mailto:reg_wsc24@kenes.com)

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## **Official Contractors:**

Cleaning Services\ Security

### **ADNEC**

In-Booth Catering

### **Capital Catering**

For order form, please [click here](#)

Email: [sales@capitalcatering.ae](mailto:sales@capitalcatering.ae)

Hostesses

### **Coming soon**

Freight Handling & Customs Clearance Agent

### **Merkur Expo Logistics**

Mrs. Irit Sofer

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E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)