



**World Stroke  
Organization**

**ONE WORLD VOICE  
FOR STROKE**

[www.worldstrokecongress.org](http://www.worldstrokecongress.org)

**2024** **OCTOBER 23 - 26**  
**ABU DHABI, UAE**

**16<sup>TH</sup> WORLD STROKE CONGRESS**



**Industry Manual**

Dear Supporter,

We are happy to present you with the Industry Symposia Manual for the **16th World Stroke Congress (WSC 2024)** which will take place in **Abu Dhabi** on **October 23-26**.

**Venue address:**

**ADNEC Centre Abu Dhabi**

Khaleej Al Arabi Street

P.O. Box 5546

Abu Dhabi, United Arab Emirates

This manual covers important information and is designed to assist in preparing for your Industry Session. We trust that you will find it helpful and suggest that you read all the information presented. 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.**

**Exhibitors and Supporters Portal**

Each supporter will receive an e-mail with login details to access the Portal. The Portal enables supporters to:

- Submit a company logo and profile
- Submit deliverables as per contract
- Order lead retrievals/scanners

The login details will be 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.

Lastly, Kenes Group is offering participants and supporters special rates for various hotels in Abu Dhabi.

Information, pictures, location and rates are available on the hotel accommodation page:

[click here](#) or email us at [tvidra@kenes.com](mailto:tvidra@kenes.com)

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 and fruitful congress!

## **Table of Contents**

### **Section 1: Symposium Related Contact Information**

- Kenes Contacts
- Contractors Contacts

### **Section 2: Deadlines Table**

### **Section 3: Symposia Timetable**

- Industry Symposia Timetable
- Speaker's Expenses
- Technical rehearsal

### **Section 4: Symposia Session Halls**

- Symposia Session Halls – Technical Details
- Location and Layout
- Audio-visual (AV) Equipment
- Presentations Upload
- Symposia promotion
- Symposium Title and Program

### **Section 5: Promotional Items**

- Program book Advert
- Mobile App Advertisement
- Push Notification
- Bag insert
- Promotional E-mail Blast – Joint
- Promotional Email Blast – Exclusive
- Symposium Signage

### **Section 6: Miscellaneous Information**

- Badges
- Catering
- Wi-Fi
- Congress Rooms/Hospitality Rooms
- Parking
- Waste Disposal

### **Section 7: Badge Scanner/Lead Retrieval System**

### **Section 8: Innovative Products for Industry Symposia**

### **Section 9: Shipping Instructions**

## Section 1: Symposium Related Contact Information

### Kenes Contacts:

#### Congress Organiser

##### **Kenes Group**

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

#### Hotel Sales Manager

##### **Tami Vidra**

E-mail: [tvidra@kenes.com](mailto:tvidra@kenes.com)

#### Industry Coordinators

##### **Aleksandra Sinapova**

Tel: +41 22 908 0488 Ext: 217 | E-mail: [asinapova@kenes.com](mailto:asinapova@kenes.com)

#### Audio Visual Coordinator

##### **Mike Perchig**

E-mail: [nest@nest-av.com](mailto:nest@nest-av.com)

#### Industry Liaison & Sales

##### **Bilyana Hristova**

Tel: 0041 22 908 0488 Ext. 214 | E-mail: [bhristova@kenes.com](mailto:bhristova@kenes.com)

#### Registration Specialist

##### **Nerea Esteban Perez**

E-mail: [reg\\_wsc24@kenes.com](mailto:reg_wsc24@kenes.com)

#### Product Marketing Coordinator

##### **Olaya Espejo**

E-mail: [oespejo@kenes.com](mailto:oespejo@kenes.com)

### Contractors:

#### Onsite Logistic Agent, Material Handling & Customs Clearance Agent

##### **Merkur Expo Logistics GmbH**

##### **Mrs Irit Sofer**

Mobile: +972-52-8890129  
E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

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

## **Catering**

### **CAPITAL CATERING**

For catalogue, please [click here](#)

E-mail: [melissa.kronenberg@adnec.ae](mailto:melissa.kronenberg@adnec.ae)

## **Hostesses & Temporary Staff Hire**

### **Zeeshan Sajid Amin**

Phone +971 (0) 44 226 975

Email: [zeeshan@themedialinks.com](mailto:zeeshan@themedialinks.com)

**Section 2: Deadlines Table**

Action Item (Please refer to your signed contract)	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	<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>
Payment of Invoice Balance	Must be received in full <b>one week prior</b> to the Congress	<b>Pazit Hochmitz</b> <a href="mailto:phochmitz@kenes.com">phochmitz@kenes.com</a>
Symposium Final Program	As soon as possible and no later than <b>Thursday, September 19</b>	Aleksandra Sinapova <a href="mailto:asinapova@kenes.com">asinapova@kenes.com</a>
Program book advert	<b>Thursday, September 19</b>	
Promotional E-mail Blast	<b>Wednesday, September 25</b>	
Text for Push Notifications for Mobile app	<b>Tuesday, October 08</b>	
Mobile app adverts	<b>Tuesday, October 08</b>	
<b>Badge Scanner/</b>  <b>Lead Retrieval System</b>	<b>Thursday, October 10</b>	To reserve your Scanners, please refer to the on-line Exhibitor's Portal
<b>AV-</b> scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Congress rooms ONSITE	<b>Wednesday, October 02</b> <i>*please note that here might be a late order fee after this date</i>	Mike Perchig <a href="mailto:nest@nest-av.com">nest@nest-av.com</a>
Placing orders for Voting/ 'Ask the Speaker' and other Technology Products and Services 	As early as possible, preferably before <b>Friday, September 13</b>	<b>Olaya Espejo</b> <a href="mailto:oespejo@kenes.com">oespejo@kenes.com</a>
Hostesses & Temporary Staff Hire	<b>Please directly contact the company</b>	<b>Zeeshan Sajid Amin</b> Phone +971 (0) 44 226 975 Email: <a href="mailto:zeeshan@themedialinks.com">zeeshan@themedialinks.com</a>
Catering Services	<b>All orders must be placed 14 days in advance.</b> <b>Any last-minute requests will be subject to availability.</b>	<b>Capital Catering</b> For catalogue, please <a href="#">click here</a> Contact person: Melissa Kronenberg Email: <a href="mailto:melissa.kronenberg@adnec.ae">melissa.kronenberg@adnec.ae</a>
<b>Shipping &amp; Material Handling Services</b>		
Door to door	Please contact Merkur Expo Logistics	<b>Irit Sofer</b> <a href="mailto:irit.sofer@Merkur-expo.com">irit.sofer@Merkur-expo.com</a>
Airfreight shipments		For shipping instructions, please <a href="#">click here</a>

### Section 3: Industry Symposia Timetable\*

\*Timetable and halls are subject to changes. The most updated timetable is published on the [Congress website](#).

#### Important notes:

- Industry Symposia are not included in main event CME/CPD credit.
- Please coordinate when you would like to set up the hall prior to the start of your Symposium with **Aleksandra Sinapova**. A member of the Kenes Operational team will be available should you need any assistance.
- Handouts can be distributed at the entrance to the Symposium Hall; however, it is **NOT** permitted to place material on the chairs inside the hall.
- Printed tent cards placed on the head table are allowed and should be produced and provided by Supporter.
- We ask presenters to follow the time schedule precisely in order that the day's events may run smoothly. An updated scientific timetable can be found on the [WSC 2024 Website](#).

#### Catering

- Catering is **exclusive** to **Capital Catering** and should be ordered in advance. Supporters who wish to order food and beverages for their symposium, congress/hospitality room or exhibition booth, are welcome to do so directly with them.
- Food and drinks are allowed to be taken into the symposium halls (excluded hot dishes).
- Please note that an additional charge will be applied for cleaning the hall immediately following the session.
- If you are planning to have catering together with the symposium, it is recommended to indicate in all publications that lunch/refreshment will be served as long this is not contradicting the supporter's internal compliance policy.

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#### Speaker's Expenses

*WSC 2024 will not cover Industry session(s) speaker expenses.*

*As indicated in the sponsorship agreement, the supporting company, in addition to the support fee, must cover all speakers' expenses, including registration fees, accommodation and travel expenses. This also applies in the case where the Sponsored Symposium speakers have already been invited by the Congress.*

### Technical Rehearsal Onsite

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Congress Audio Visual Coordinator, Mike Perchig at: [nest@nest-av.com](mailto:nest@nest-av.com)

A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians.

### Symposium Promotion

Due to CME/CPD accreditation criteria for this Congress, the following rules apply:

- **Congress banner** should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- When promoting your symposium, please always indicate on any of your promotional materials **“This session is not included in the main event CME/CPD credit”**
- When promoting your symposium, you are allowed to use the phrase: **“Official symposium of The 16th World Stroke Congress”**, which will take place in Abu Dhabi, 23-26 October, 2024

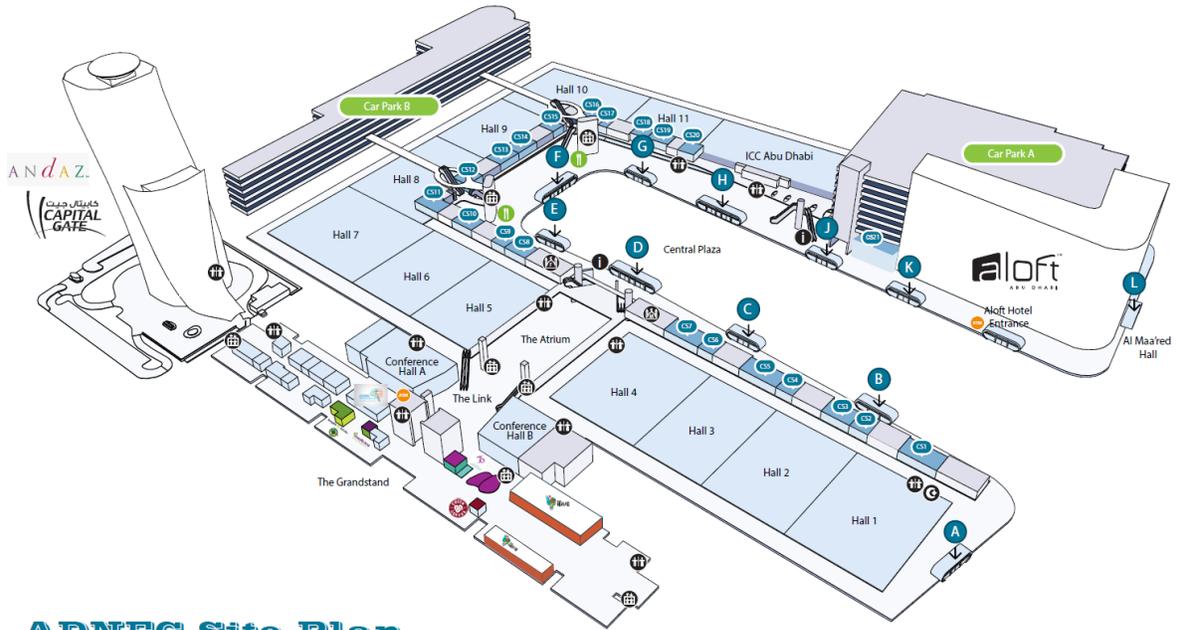
In addition, it is not permitted to use the **WSC 2024 logo** on any of the symposia materials.

## Section 4: Symposia Session Halls Onsite

Head Table in all Halls	
<ul style="list-style-type: none"><li>➤ Total Head table Dimensions: 50cm W x 180cm L x 75 H</li><li>➤ For Head Table branding, please refer to the below</li></ul> <p><b>Self-branding is not permitted</b></p>	 <p><i>*For demonstration only</i> Sufficient seating for up to <b>3 people</b></p> <p><b>*Please inform us about the number of speakers you expect.</b></p>

Lectern in all Halls	
<ul style="list-style-type: none"><li>➤ <b>Lectern Banner Dimensions:</b> Width: 61 cm Height: 122 cm</li><li>➤ The lectern will be branded with general congress branding.</li></ul> <p><b>Self-branding is not permitted.</b></p>	

## Location and Layout



## ADNEC Site Plan

For more detailed plans [click here](#)

## **Audio-Visual (AV) Equipment**

### **Hall B and Hall C, WSC 2024 – in each**

- LED screen, image of H3.5 X W6 meters approx.
- 50" Confidence monitor in front of the head table, showing the same PowerPoint image as projected on the LED screen.
- Countdown Timer Monitor in front of the lectern.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker ( using the cursor of the laptop computer as a pointer ).
- P.A. (sound) system, which covers the hall and the stage, including 6 wired microphones ( 2 head table, 1 lectern, 3 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems.

### **Hall D, WSC 2024**

- LED screen, image of H2 X W3.5 meters approx.
- 24" Confidence monitor on the head table, showing the same PowerPoint image as projected on the LED screen.
- Countdown Timer Monitor in front of the lectern.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker ( using the cursor of the laptop computer as a pointer ).
- P.A. (sound) system, which covers the hall and the stage, including 5 wired microphones ( 2 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- AV technician to operate the above-mentioned systems.

## **Presentations Upload Onsite**

If you are using a PowerPoint presentation (or any other PC-based application), please note that you have to deliver it on a USB Memory stick to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and at least 1 hour before the start of the session.

Please note that the Computers for the Presentations will be supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

## **IMPORTANT NOTE FOR MACINTOSH USERS**

To use MAC presentations on the PC compatible congress computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

- Convert it to PowerPoint or PDF.
- Use a common font, such as Arial, Times New Roman, Verdana etc. (Special characters might be changed to a default font on a PowerPoint-based PC).
- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the Presentations during the rehearsal. Please plan directly with the Congress Audio Visual Coordinator, Mike Perchig at: [nest@nest-av.com](mailto:nest@nest-av.com). Please note that an extra charge might incur.

## Session Agenda

The final session agenda should include the following information:

- Session Title (up to 110 characters including spaces)
- Session Description (up to 200 words, you can also include hyperlinks inside of it)
- Speaker Presentations Titles
- Timing - duration of each speaker presentation and full timing of the agenda
- Speaker/Moderator Full Name
- Speaker/ Moderator Country
- Speaker/ Moderator E-mail
- Speaker/ Moderator Affiliation
- Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

- Speaker **Bio** – up to 200 words.
- Speaker **Photo** – 180x240 px, JPG Format

*Please [click here](#) in order to provide above requested information* as soon as possible and no later than **Thursday, September 19**, if you need any assistance, please contact the Industry Coordinators: **Aleksandra Sinapova** at [asinapova@kenes.com](mailto:asinapova@kenes.com)

## Section 5: PROMOTIONAL ITEMS

This section includes guidelines which will assist you to prepare promotional items related to your industry sessions, however, **kindly refer only to the relevant items in accordance with your sponsorship agreement.**

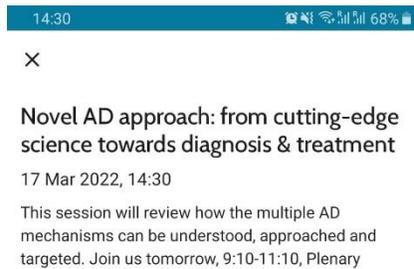
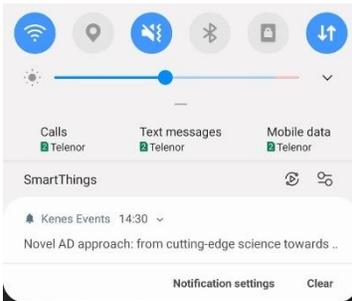
### **Guidelines to follow when creating your promotional items and content:**

- When creating adverts for **mobile app, program book and mailshots** is allowed to promote product, symposia, or company promotion. Only when promoting symposia please add the following text inside: ***This session is not included in main event CME/CPD credit***
- When creating adverts for External and Internal lobby flags in the virtual platform is allowed to promote symposia or company promotion. Only when promoting symposia please add the following text inside: ***This session is not included in main event CME/CPD credit***

### **1. Mobile App Push Notification**

For supporters entitled to a push notification as per their signed contract, kindly submit the text **Tuesday, October 08** to [asinapova@kenes.com](mailto:asinapova@kenes.com) according to below guidelines:

- Message Title – Maximum **40 characters** including spaces
- Message body - Maximum **140 characters** including spaces
- Preferred date and exact local time, please coordinate with your industry coordinators
- \*Note the final schedule will be determined closer to the congress, considering other push notifications.
- **Push notifications will be sent out during breaks in order not to disturb the participants who are inside the halls.**



## 2. Mobile App Advert

For Supporters sponsoring the App please send via email to [asinapova@kenes.com](mailto:asinapova@kenes.com)

**Deadline: Tuesday, October 08**

**File format:** PNG or JPG (up to 800 kb)

**Size: 780px x 1688px**

We recommend avoiding using small text, so the advert could be readable when displayed on a mobile screen.

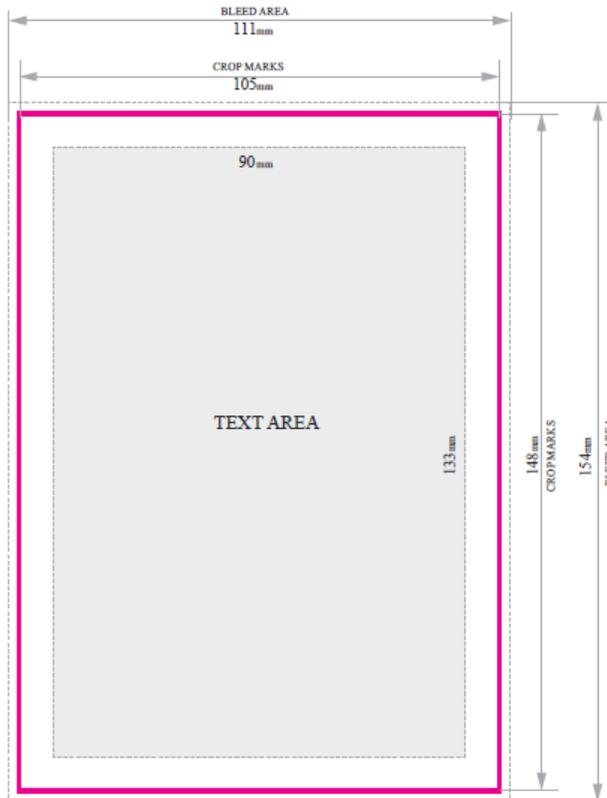


## 3. Mini Program Book Advertisement

For Sponsors entitled to adverts in the printed program book as per their signed contract, please submit the file to [asinapova@kenes.com](mailto:asinapova@kenes.com) no later than **Thursday, September 19** in one of the following formats at a resolution no less than **300 dpi: EPS, Illustrator, JPG or PDF.**

Please refer to the diagram here under for advert dimensions for the final program.

## A6 size 105mm X 148mm



### FILE FORMAT

PDF - High Quality or PRESS settings

#### 4. Promotional Email Blast – Exclusive

Sponsors entitled to an Industry Mailshot as per their signed contract, please [click here](#) for the design requirements. Please make sure to forward these guidelines to your web-designer/programmer. Please upload the HTML version of your mailshot and other relevant files together in zip folder and send us everything with the **subject line** to **Aleksandra Sinapova** at [asinapova@kenes.com](mailto:asinapova@kenes.com) no later than **Wednesday, September 25**

#### 5. Post Congress Email Blast - Exclusive

The exclusive e-mail blast will be sent out to pre-registered participants who have agreed to receive promotional material from supporters.

Please send the required file(s) to the Industry Coordinator **Aleksandra Sinapova** at [asinapova@kenes.com](mailto:asinapova@kenes.com) and along with the **subject line no later than Wednesday, September 25**

The exact launch date of the joint e-mail blast will be advised closer to the Conference. It will be sent out to the preregistered participants who have agreed to receive promotional material from supporters.

### **Important notes for both Pre and Post congress Mailshots:**

- In case the webmail is promoting a sponsored session, please include the following disclaimer:  
*This session is not included in main event CME/CPD credits.*
- It is not allowed to use the society logo.
- The event's banner will be added to the webmail's header by Kenes.
- The "From" field will be "WSC 2024 Supporters".
- The exact launch date will be determined by Kenes in due course.
- The E-mail Blast will be sent out to the preregistered delegates who have agreed to receive promotional material from supporters.
- Content received after the deadline may be processed for an additional fee.

#### **6. Joint E-mail Blast**

For the joint e-mail blast, please prepare two files according to the following specifications:

- 1 Banner/Image Format: JPEG Width: **300 pixels Height: 250 pixels**
- 1 PDF or any website (to be linked to the banner/image)

Please send the required file(s) to the Industry Coordinator Aleksandra Sinapova at [asinapova@kenes.com](mailto:asinapova@kenes.com) and no later than **Wednesday, September 25**.

The exact launch date of the joint e-mail blast will be advised closer to the Conference. It will be sent out to the preregistered participants who have agreed to receive promotional material from supporters.

## Symposium Signage Onsite (Optional)

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. **The symposium signage should be produced by the supporter.**

### 1. Session Hall Signage

➤ **Self-Standing Sign at the Entrance**

One stand-alone sign to be placed at the entrance of the session hall **30 minutes** prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign: ***This session is not included in main event CME/CPD credit.***

➤ **Stage Banners**

- 1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.

### 2. Self-standing signage in the Exhibition Area

The Supporter is entitled to place one sign (**W85cm x H200cm**) advertising the **Symposium on the day of the session only**. The sign may be placed in the *exhibition* area during exhibition opening hours. **Please liaise onsite with the Kenes Staff.**

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Please note:

Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.

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## Section 6: Miscellaneous Information

### Wi-Fi

Free Wi-Fi will be available at the event venue. Please be aware that public Wi-Fi capacity is limited. Therefore, it is restricted to email and web browsing activity. Should you require Wi-Fi or an internet line for your meeting room please [click here](#).

### Meeting rooms

Supporters interested in renting a congress room during **WSC 2024 Congress** should contact Industry Liaison & Sales, Mrs. Bilyana Hristova at: [bhristova@kenes.com](mailto:bhristova@kenes.com)

- A/V is not included in the price and can be ordered from Congress A/V coordinator.
  - Contact: Mike Perchig
  - E-mail: [nest@nest-av.com](mailto:nest@nest-av.com)
  - Kindly specify the name of the Sponsor/Exhibitor when approaching
  
- F&B is not included in the price and can be ordered directly from the catering.
  - **Capital Catering**
  - Email: [melissa.kronenberg@adnec.ae](mailto:melissa.kronenberg@adnec.ae)
  - Kindly specify the name of the Sponsor/Exhibitor when approaching the caterer.

### Waste Disposal

Please note that it is the supporter's responsibility to leave the symposium session hall in a clean and tidy manner once your symposium has finished. Any items such as leaflets, banners, roll-ups must be removed from the hall at the end of your session. Any discarded waste, including promotional material, left behind will be removed by the Congress organizers at the expense of the supporter concerned.

### Onsite Badges

Each supporter is entitled to 10 Symposium badges which allow access to the supporter's symposium only (Individual names will not appear on the badges). Symposium badges can be collected 2 hours prior to the session from the Registration Desk and should be returned to the desk after the session ends.

## Section 7: Badge Scanner/ Lead Retrieval System

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>

## Section 8: Innovative Products for Industry Symposia Onsite

### Maximize your Participant Experience - Use our innovative technologies for your Symposium

Kenes is proud to deliver a wide variety of quality onsite technology products and services. We offer:

- **Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting, Evaluations**, and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services for any language** are available in two options. The conventional approach involves local interpreters and the use of headphone receivers. Alternatively, we offer a cutting-edge AI-powered solution. With this innovative method, participants can access live translations and captions seamlessly by scanning a QR code on their mobile phones.

We also provide tailor made customized solutions – [contact us](#) to make it happen!

For more onsite products opportunities and price quotes - [Click Here](#)

***PLEASE NOTE: All product solutions are offered exclusively by Kenes Group.***

*Please contact us to discuss your needs and our relevant solutions.*

Please submit your order by **Friday, September 13**. Orders received after the deadline will incur rush fees.



## Section 9: Shipping Instructions

Kindly note that *Merkur Expo Logistics GmbH* is the sole official on-site agent nominated by *Kenes Group* to handle all in/out shipments arriving to this congress.

Contact details:

### ***Merkur Expo Logistics GmbH***

Mrs. Irit Sofer

Mobile: +972-52-8890129

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

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to the hall/exhibition-stand, forklifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the congress. Please follow the instructions closely.

The shipping instructions includes:

- Shipping Instructions
- Tariff
- Material Handling Form
- Shipping Labels

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the official shipping agent with the following information prior to shipping:

- Number of pieces (pallets, boxes, cartons, etc.)
- Way of transport (road freight, courier services, airfreight, ocean)
- Airway bill number

Supporters may choose to use their own services to deliver their goods to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

*Merkur* has the responsibility of receiving and handling all materials for a fee as published on the “Tariff” section at the end of this manual. Handling rates are based on the incoming weight of shipments.

***Merkur Expo Logistics* must receive the payment before forwarding freight.**

In order 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.

## **Insurance of Goods**

All cargo should be insured from point of origin.

To view the **full WSC 2024 Annual Congress Shipping Instructions**, including Tariffs, Material Handling please select the relevant links:

- [Shipping Instructions](#)

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

For any questions/clarifications, please contact:

### **Merkur Expo Logistics**

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