

ESHG 2025 Milan

24 – 27 May 2025

Exhibitors' Manual

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IMPORTANT DATES & DEADLINES

BUILD UP

Exhibitors are strongly advised to use the standard stand construction package (included in the stand space fee, see also form 2a, page 31), because build-up and break-down times are limited.

A. Standard Stands – Build Up on Friday 23 May: 08.30 – 17.30 hrs

Schedule for exhibitors using the standard stand construction package

Thursday, 22 May	NO ACCESS for exhibitors who use the package of standard stand construction (Form 2a, page 31)	
Friday, 23 May	08.30 – 17.30 hrs	Bringing in and installation of exhibits.
Friday, 23 May	16.30 – 17.30 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles.

B. Design (Self Build) Stands – Build Up on Thursday 22 May: 09.00 – 19.00 hrs

Schedule for exhibitors bringing and building their own stand (design stand)

Thursday, 22 May	09.00 – 19.00 hrs	Stand construction works by exhibitors and their stand contractors who bring and build their own and have a written agreement with Rose International about their construction works on Thursday 22 May 2025. All construction works must be finished on Thursday 22 May by 19.00 hrs, no construction works whatsoever allowed on Friday 23 May.
Friday, 23 May	08.30 – 17.30 hrs	Bringing in and installation of exhibits inside the stand. No construction works whatsoever allowed (see Thursday).
Friday, 23 May	16.30 – 17.30 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles.

BREAKDOWN

A. Standard Stands – Breakdown Monday 26 May: 17.15 – 20.30 hrs

Schedule for exhibitors using the standard stand construction package

Monday, 26 May	17.15 – 18.30 hrs	Carpet will be removed from the aisles. DO NOT PLACE ANY MATERIALS IN THE AISLES!! This will slow down the breakdown process.
	17.15 – 18.30 hrs as of 18.30 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, as soon as <u>all participants have left</u> the exhibition area and the carpet in the main aisles has been removed. Note: It is NOT allowed to pack and/or leave before closure of the exhibition at 17.15 hrs. Exhibitors packing and/or leaving earlier will be excluded from participation at ESHG 2026 and will be invoiced a penalty fee of EURO 1,000.00!
	18.30 – 20.30 hrs	Taking exhibits out of the exhibition hall. All rented materials will be collected by the relevant suppliers.

B. Design (Self Build) Stands – Breakdown Monday 26 May: 17.15 – 23.30 hrs

Schedule for exhibitors bringing and building their own stand (design stand)

Monday, 26 May	17.15 – 18.30 hrs	Carpet will be removed from the aisles and the safety hooks (rigging) will be removed. DO NOT PLACE ANY MATERIALS IN THE AISLES!! This will slow down the breakdown process.
	17.15 – 18.30 hrs as of 18.30 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, as soon as <u>all participants have left</u> the exhibition area and the carpet in the main aisles has been removed.
	18.30 – 23.30 hrs	Break-down and taking materials and exhibits out of the exhibition hall. NO BREAKDOWN activities till 18.30 hrs.!

23.30 hrs (strict)

The premises must be completely cleared of all materials and exhibits.

After 23.30 hrs the organisers are entitled to have goods and (stand) materials removed and stored at the expense of the relevant exhibitor.

CONFERENCE & EXHIBITION DATES

EXHIBITION DATES & OPENING HOURS

Saturday	24 May 2025	09.30	-	18.30 hrs	
Sunday	25 May 2025	09.30	-	17.00 hrs	
Monday	26 May 2025	09.30	-	17.00 hrs	

- **Note:** Exhibitors should be present at their stand 15 minutes before the opening of the exhibition (exhibitors may access the exhibition area 30 minutes before opening) and preferably stay for 15 minutes after closing time. This is for security reasons.
- Stands must be staffed at all times during opening hours of the exhibition.

CONFERENCE DATES & HOURS

Conference programme					Registration open		
Friday	23 May 2025				14.00	-	18.00
Saturday	24 May 2025	08.30	-	20.00	07.30	-	20.15
		13.45	-	16.00	Welcoming addresses, followed by first plenary session		
		20.00	-	21.30	ESHG Networking Mixer		
Sunday	25 May 2025	08.30	-	20.15	08.00	-	19.00
Monday	26 May 2025	08.30	-	18.45	08.00	-	19.00
Tuesday	27 May 2025	09.00	-	16.00	08.30	-	14.00

Conference programme details: <https://2025.eshg.org/programme-at-a-glance-local/>

IMPORTANT DEADLINES

DEADLINE	SERVICE	MANDATORY?	SUPPLIER	PAGE #	ORDER FORM #
asap	Freight Forwarder services Information / contact	Highly Recommended	Valverde	22-26	Order form
asap	Hotel Accommodation Information		MiCodmc	34	On-line
20 March	Catalogue & Subject Index Entry Information	Mandatory	Rose Int.		Form by E-mail
1 April	Standard Stand Construction	Mandatory	Rose Int.	31	Form 2a*
1 April	Design Stand: Form & Technical Design	Mandatory	Rose Int.	32	Form 2b*
10 April	Badge Information & Instructions	Mandatory	Rose Int.	12-13	Form by E-mail
10 April	Payments to Rose International	Mandatory	Rose Int.	30	Form 1
10 April	Networking Evening / Lunch Boxes		Rose Int.	33	Will follow
25 April	Lead Retrieval System		CTI	41-44	Order Form
5 May	Carpet Colour		A-booth	35-36	On-line
5 May	Company Name on Fascia Board		A-booth	35-36	On-line
25 April	Extra Stand Components		A-booth	35-36	On-line
25 April	Additional Electricity & Connections		A-booth	35-36	On-line
25 April	Inspection Electricity – Design stands		A-booth	36	On-line
25 April	Logo's & Graphics		A-booth	35-36	On-line
25 April	Stand Lay-out		A-booth	35-36	On-line
2 May	Stand Catering Services		Compass Group	39	On-line
2 May	Stand Furniture. Note: furniture not included		Allianz MiCo	37-38	On-line
2 May	Internet Connections		Allianz MiCo	37-38	On-line
2 May	Audiovisuals		Allianz MiCo	37-38	On-line
2 May	Computers & Peripherals		Allianz MiCo	37-38	On-line
2 May	Flowers & Plants		Allianz MiCo	37-38	On-line
2 May	Stand Cleaning – Design stands		Allianz MiCo	37-38	On-line
25 April	Rigging Services (after approval by Rose Int.)		Allianz MiCo	37-38	On-line
2 May	Waste disposal		Allianz MiCo	37-38	On-line
2 May	Water & Compressed Air Connections		Allianz MiCo	37-38	On-line
2 May	Fire Extinguisher (stands > 50m ²)		Allianz MiCo	37-38	On-line
ASAP	Vehicle passes (unloading and loading)		Allianz MiCo	37-38	On-line
ASAP	Allianz MiCo Build-Up/Breakdown Badges		Allianz MiCo	37-38	On-line
2 May	Structure Certificate – Design stands > 4 m (Length and/or Width)		Allianz MiCo	37-38	On-line
2 May	Temporary Staff – Hostesses & Security		Allianz MiCo	37-38	On-line
15 May	Arrival of Actual Shipments at Valverde Warehouse		Valverde	23	Physically
-	Co-exhibitor Information		Rose Int.		On request

CONTACT INFORMATION

Exhibition Organiser

For all exhibition related questions, please contact **Rose International**:

Name	Rose International		
	Exhibition Management & Congress Consultancy bv		
Address	P.O. Box 93260, NL - 2509 AG The Hague, the Netherlands		
Contacts	Flora van Laer	E-mail	fvanlaer@rose-international.com
	Krista Vink	E-mail	kvink@rose-international.com
Telephone	+31(0)70 383 89 01		
Exhibition Service Desk	You can reach the Exhibition Service Desk during build-up, exhibition days, and break-down by calling the Rose International Office number: +31 70 38 38 901.		



Conference Organiser

For information on the conference programme, please contact the Congress Office:

Name	ESHG 2025 - c/o Vienna Medical Academy - VMA		
Address	Alser Strasse 4, AT - 1090 Vienna, Austria		
Contact	Jana Ebert	E-mail	conference@eshg.org
Telephone	+43 (0)1 405 13 83 39		
URL	https://2025.eshg.org		



Conference & Exhibition Location & Access

Venue	Allianz MiCo - Milano Congressi
Exhibition & Poster Area	Hall 4
Address	Piazzale Carlo Magno, 1 - 20149 Milano
Entrance	Gate 1, Gate 2, Viale Eginardo and Gate 16, Via Gattamelate
Telephone	+39 02 4997 6275
URL	http://www.micmilano.it

For any questions regarding the Allianz MiCo, please contact **Rose International**.

Note: Do not send any shipments/materials to the Allianz MiCo, they will not be accepted. Please see pages 22-26 for **Freight Forwarding**

Official Housing Agent

For hotel bookings please see below:

Name	MiCodmc
E-mail	eshg2025.hotels@micodmc.it
Telephone	+39 02 4997 6275
URL	https://2025.eshg.org/myconference/accommodation/

For group bookings of 6 rooms or more, please send your request via email to eshg2025.hotels@micodmc.it.

Note: Be aware that you may be contacted by telephone by **scam companies** claiming to be the official ESHG 2025 accommodation providers. Neither the ESHG nor MiCodmc will call you to solicit reservations. Official ESHG (2025) emails will come from an email address ending in "@eshg.org" or "@rose-international.com".

All lodging for the ESHG should be arranged using the links provided. If you are unsure who has contacted you regarding your hotel reservations or if one of these scammers has contacted you, please inform the ESHG at conference@eshg.org or eshg@rose-international.com.

SUPPLIERS

Please find below an overview of the different stand services and the respective suppliers.

Service	Supplier	Information on page(s)
Official Stand Builder: <ul style="list-style-type: none"> • Carpet colour and Fascia board • Additional Stand Components • Additional Electricity • Inspection Electricity – Design stands • Graphics services & Logo's 	A-booth	Page 35 – 36
Following Stand Services <ul style="list-style-type: none"> • Stand Furniture - NOTE: furniture is NOT included • Internet Connections • Audiovisuals • Computers & Peripherals • Flowers & Plants • Stand Cleaning - Design stands • Rigging Services • Waste Disposal • Water & Compressed Air Connections • Fire Extinguisher – mandatory for all stands > 50m² • Vehicle passes (section Build-Up & Breakdown) for unloading & loading • Build-Up/Breakdown Badges • Structure Certificate – Design stands > 4 m (L and/or W) • Temporary Staff – Stand Security & Hostesses 	Allianz MiCo	Page 37 – 38
Stand Catering	Compass Group	Page 39
Lead Retrieval	CTI Meeting Technology	Page 40 - 44
Freight Forwarding	Valverde	Page 22 - 26
Hotel Accommodation	MiCodmc	Page 34

GENERAL INFORMATION

Exhibition Service Desk - Opening Hours

Build-up	Thursday	22 May	14.00 – 19.30 hrs only for exhibitors who build their own stand and have a written agreement with Rose International about their construction works on Thursday 22 May 2025.
Build-up	Friday	23 May	08.00 – 18.00 hrs
Exhibition	Saturday	24 May	08.30 – 19.00 hrs
Exhibition	Sunday	25 May	09.00 – 17.30 hrs
Exhibition / Break-down	Monday	26 May	09.00 – 21.00 hrs

The Exhibition Service Desk is located near entrance of Hall 4, the Exhibition Hall (see map page 11).

Exhibition Service Desk - Telephone Number

To reach the Exhibition Service Desk just call the Rose International office number: +31 70 38 38 901.

Opening Ceremony and Opening Networking Mixer

Exhibitors with an Exhibitor Conference badge are invited to the Welcoming Addresses on 24 May at 13.45 hrs. **Note:** the **exhibition remains open** during the opening ceremony and plenary sessions (until 18.30 hrs, coffee break from 18.00 – 18.30 hrs) so do not forget to keep staff on your stand.

All Exhibitors are welcome to the Opening Networking Mixer at 20.00 hrs in the Allianz MiCo. Exact location TBA (free admission but remember to wear your badge).

WiFi and Internet Connections

WiFi will be available free of charge to all conference participants and exhibitors.

Exhibitors requiring a reliable Internet connection on their stand (e.g. for presentations) should order their own connection (see page 37 for information and how to order), because continuous access and speed cannot be guaranteed on the general WiFi.

Note: exhibitors are **NOT** allowed to use their **own wireless network** unless they received approval from Allianz MiCo. Please email Allianz MiCo, with all details about the wireless network you are planning to set up, to get their approval. Please use the following email address: ESHG2025@fieramilanocongressi.it

Coffee Breaks, Cash Bar, Lunch, Restaurants & Stand Catering

During the official breaks of the conference (as published in the conference programme), coffee, tea and refreshments will be served in the exhibition and poster area's free of charge for participants and exhibitors.

A Cash Bar will be open in the Exhibition Hall (Hall 4) during opening hours of the exhibition. The Cash Bar will offer food, snacks and drinks at a charge.

Lunch boxes can be ordered prior to the conference (**NO on-site orders**) for Saturday 24, Sunday 25, Monday 26 and Tuesday 27 May. Go to page 33 how to order.

For stand catering, see page 39. It is not allowed to serve drinks and food on your stand, or anywhere else in the Allianz MiCo, unless these are ordered from Compass Group (official catering company of Allianz MiCo). Exceptionally this year, it is allowed though to bring your own food and drinks to the stand. Note: all catering orders need to go through Compass Group.

Events during the Conference - Social and Commercial

The Annual Meetings Committee of the ESHG does **not allow any company events** during the conference (24 – 27 May), outside the time slots for corporate satellite meetings offered in the sponsor programme. Not in the Allianz MiCo, neither in other locations in Milan.

Outside these corporate satellite slots, the organisation of **social** events (so only events with a social character) is allowed under strict conditions and only on Friday evening 23 May (as of 18.00 hrs) and on Sunday evening 25 May (as of 21.00 hrs) and with written permission from Rose International. Please contact Rose International for details.

Note: not following these rules will result in exclusion to participate in the next conference, ESHG 2026.

Sponsor Programme and Advertising

ESHG 2025 offers an attractive range of sponsorship and advertising opportunities, giving considerable exposure before and during the conference. Sponsorship items include e.g. corporate satellite slots during the conference programme, pre-and post-conference mailings, company brochure or invitation to company's corporate satellite on a dedicated and staffed desk (participants can pick up a copy for their conference bag), an advertisement in the pocket programme, in the exhibition catalogue & corporate satellites book or in a conference Newsletter, a push notification in the ESHG 2025 Mobile App, banners on the homepage of the virtual platform and the conference website, and many more.

All advertising (also in and around the Allianz MiCo) and sponsoring for and during ESHG 2025 is exclusively handled by Rose International.

If you have not yet received your copy of the Sponsor Programme, kindly contact Rose International.

ESHG Logo – Use of Logo by Exhibiting Companies and Sponsors

The ESHG logo, as well as the ESHG 2025 Conference Banner, may be used to promote your presence at ESHG 2025 in Milan. Please contact Rose International in case you want to receive the ESHG logo and/or ESHG 2025 banner.

It is important that the elements of the logo remain consistent. Do not attempt to redraw the lettering, branding elements or alter their relative position. Before reproducing the ESHG logo and/or ESHG 2025 banner, a print proof should be sent to Rose International for approval.

Compliance

The ESHG organises its meetings in compliance with the rules of EFPIA and Eucomed with regards to sponsor involvement and recognition. Any (contractual) agreements in contradiction to these rules will be considered void.

Remember that company compliance may differ from ESHG compliance.

All companies exhibiting at and/or sponsoring ESHG 2025 are advised to consult the guidelines and codes of practice applicable in Italy. By signing the relevant application form to participate in ESHG 2025, each company agrees to and confirms that it has reviewed the advice and guidelines which determine the applicable codes of practice in Italy and that it will be adhering to all relevant codes and accepts all liability in all cases of non-compliance with these codes (such as EFPIA, MedTech Europe, IFPMA).

Not allowed to advertise prescription drugs

Due to an EU Directive, the FSA-codex as well as the pharma codes, it is forbidden to advertise (show, offer or present) any prescription drugs at ESHG, since not all ESHG participants are MD's (prescribers).

AIFA

Any Italian or foreign pharmaceutical company holding a license to sell medicinal products and is supporting or participating in a congress abroad, is subjected to an authorization by AIFA (Italian Drug Agency), according to an Italian Government Decree (Decreto Legislativo 219/06 – art. 124).

If the above applies to your company, please contact Flora (fvanlaer@rose-international.com) ASAP, so we can appoint an AIFA Agency.

Green Meeting

The goal of the ESHG Board is to organise the ESHG conference in an environmentally sound manner. This includes higher energy efficiency, waste avoidance and environmentally benign travel of participants to the conference. Aspects of regional added value and social responsibility are also taken into account. Exhibitors and sponsors are requested to support these efforts.

The exhibitor agrees to comply with the following rules:**I. Catering – Stand catering:**

Catering must be arranged solely with the exclusive caterer of the conference and is at the exhibitor's own expense. The catering company, Compass Group, uses BIO materials for all services. It is possible to ask Compass Group to use glass and/or ceramic. Please email them to ask for a quote. Email address: exhibitor.mico@compass-group.it

II. Waste disposal

Waste at the stand must be separated and disposed according to the requirements covering the waste management scheme of the event. Waste management will be executed by the venue according to that scheme. Please note that there will be a recycling waste baskets in the exhibition hall, where you can separate the waste into the different waste streams (glass, paper and packings).

III. Giveaways

Giveaways that produce large amounts of waste or environmentally harmful waste, such as non-returnable beverage packages, products with batteries or accumulators, are prohibited.

IV. Printed materials

Refrain from mass production of printed materials solely for this conference (e.g. flyers, brochures) and consider electronic information sharing (e.g. QR codes). Use 100% recycled paper or at least totally chlorine-free bleached paper (TCF) for the necessary printed matters.

V. Miscellaneous

The materials which are used by the exhibitor and for which the exhibitor is responsible (racks, roll-ups, decoration, maybe floor covering) must be reusable and are reused.

Literature and Give Aways – Free Literature Table

Distribution of literature and give-aways is not permitted outside the exhibitor's stand (art. 3.6. of Rose International General Conditions). Any literature or give-aways found outside exhibitors stands will be trashed.

It is however **allowed** to display exhibitor's material (**1 item per exhibitor**), in reasonable quantities, on the **Free Literature table**, in or near by the exhibition area (location to be determined). Please help to keep the table neat and tidy. Also please keep in mind that ESHG 2025 will be a green meeting, so paper waste should be avoided.

It is also possible to book a so called "**Company Brochure**" at a fee, as per the Sponsor Programme (item D.04). These Company Brochures will be made available to participants on a dedicated and staffed desk close to the registration area and close to the Conference Bags desk. In Milan, participants are free to pick up a bag and take Company Brochures and conference materials from the dedicated desk. This means that there will be no pre-stuffed bags.

Emergency Telephone Numbers

In case of an emergency (fire, medical, etc.) in the Allianz MiCo please notify the staff at the Conference registration and/or Exhibition Service Desk.

In case of a life-threatening emergency you can call the emergency hotline 112 (when every second counts).

Smoking

ESHG 2025 is a non-smoking conference. Allianz MiCo and Italian law, do not allow smoking in any parts of the building, this includes during build-up and break down days as well.

Animals

It is not allowed to bring any animals into the building. Exception will be made for service dogs, in case they wear a muzzle.

Currency

The currency in Italy is the EUR. For up-to-date exchange rates, check at a currency exchange site on the Internet, e.g. www.xe.com.

ATM

You will find an ATM in Allianz MiCo South on the balcony at level 1.

Tourist Information

For tourist information on Milan and Italy please refer to the following websites:

<https://milantips.com> and <https://www.italia.it/en>

Visa

Remember to check with your travel agency, or with the Italian consulate or embassy in your country, if you need a visa to enter the country.

How to get to the Allianz MiCo

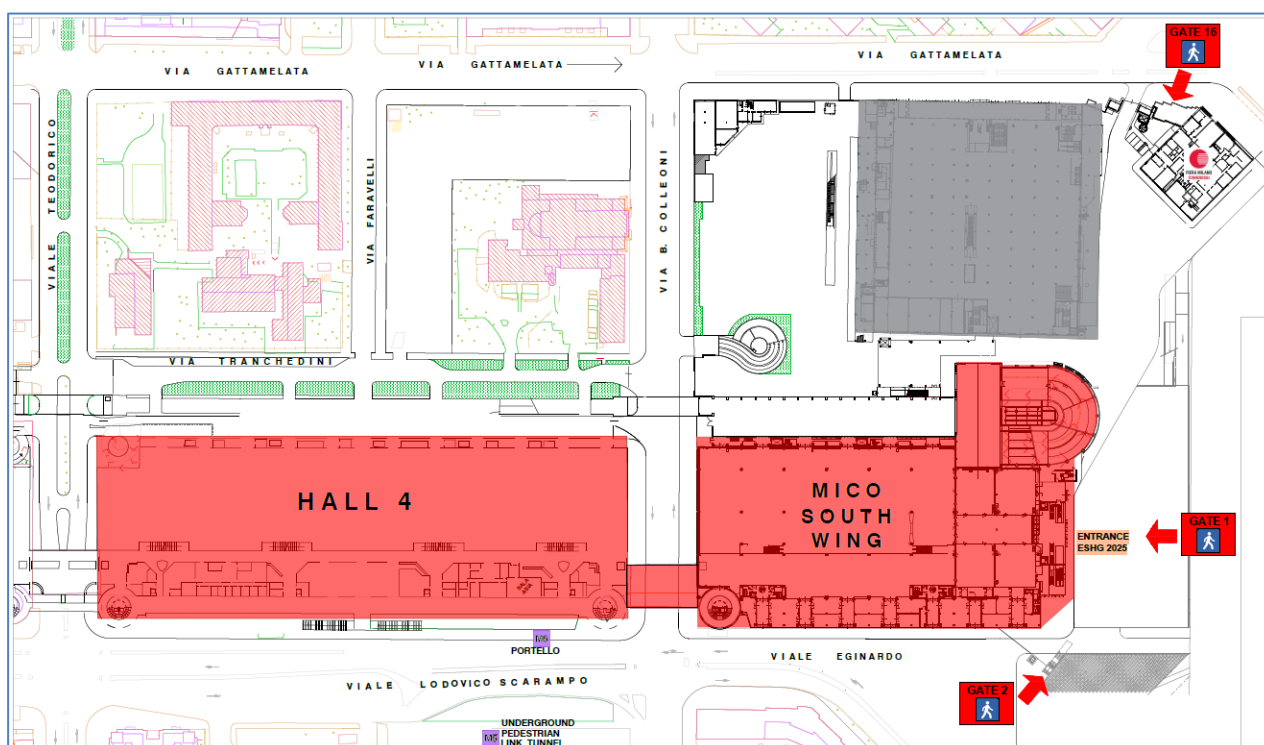
Whether you arrive by plane, train or car, please have a look at the following url on how to get to the Allianz MiCo: <https://maps.app.goo.gl/zziNtAbEZib3gtYN9>

Parking Private Cars

Due to construction works on site it is not possible to park at the grounds of Allianz MiCo. Please see the following url for the alternative Citylife Parking: <https://maps.app.goo.gl/U5eT8HY9vJtAb8iK8>

Parking Trucks

It is not allowed to park any trucks on the premises of Allianz MiCo. Please check the following url for secured truck parking: <https://www.maffi18.com/>.

Map of Allianz MiCo – Gate 1, 2 and 16

EXHIBITOR BADGES & REGISTRATIONS

Exhibitor Badge Types

The following 2 types of badges are available for exhibitors:

- A. Exhibitor Conference Badges, exclusive for exhibiting company staff
- B. Exhibits Only Badges

Please see below for details, applicable fees and order process.

A. Exhibitor Conference Badges – Access to Exhibition & Scientific Sessions

Each Exhibiting Company receives the following number of free Exhibitor Conference Badges (with access to the Scientific Sessions):

Stand Size	Free Exhibitor Conference Badges
6 – 14 m ²	2
15 – 24 m ²	3
25 – 33 m ²	4
34 – 42 m ²	5
43 – 51 m ²	6
52 – 60 m ²	7
>60 m ²	8

Exhibitor Conference Badges give free access to the exhibition area, the scientific sessions (provided that seats are available), the Opening Ceremony and the Opening Networking event on Saturday 24 May (time schedule on page 4). Exhibitor Conference Badges include refreshments which are free for participants during the official breaks.

In addition to the free Exhibitor Conference Badges additional Exhibitor Conference Badges (full conference registration for exhibiting company staff) are available at a fee of EURO 285.00, if ordered **before the early deadline (10 April 2025)**. After this date the fee will be EURO 310.00. **Note:** Exhibitor Conference Badges are available **exclusively for exhibiting company staff**.

B. Exhibits ONLY Badges – Access to Exhibition ONLY

In addition, each exhibiting company will receive 1 (one) free Exhibits ONLY Badge (valid for all three exhibition days). Additional Exhibits Only Badges can be ordered at EURO 105.00 each, if ordered **before the early deadline (10 April 2025)**. For badges ordered after this date the fee will be EURO 115.00. Exhibits ONLY Badges give access to the exhibition area and company's own corporate satellites, not to scientific sessions, and include refreshments available free of charge to participants.

Exhibits Only Badges are also available for exhibitors' guests who wish to visit the exhibition. Exhibits Only Badges can be purchased on-site at the Exhibition Service Desk (at EURO 115.00 each). More information about the badge-order process on-site will follow per e-mail.

Important Information – Exhibitor Conference and Exhibits Only Badges

- Exhibitor Conference Badges will show the name of the exhibiting company and the personal name of the staff member (both are mandatory), as well as the text EXHIBITOR.
- Exhibits Only Badges will have, besides company (or institution for e.g. guests) and personal name, the text EXHIBITS ONLY.
- All badges will have a QR code which can be scanned by exhibitors and/or corporate satellite organisers (after approval of the badge holder). The QR code provides the company name, personal name, company/institution name and email address of the badge holder.
- **Badges must be worn visibly at all times in view of security and access procedures.**

Badge Ordering

Exhibitors receive the badge form by e-mail in Excel format; the form should be returned to Rose International by e-mail, in the same format, Excel (do not pdf!), **before 10 April 2025** to benefit from the **reduced rate**.

We advise exhibitors to pre-order all badges, this to avoid long waiting time at Exhibition Services Desk on site. Deadline for pre-ordering badges is **2 May 2025**. Orders received after this deadline will not be processed and these badges will need to be bought on site at the Exhibition Service Desk.

Badge Collection (Printing) On Site

Badges will not be sent to exhibitors or guests in advance. All badge holders will receive an email with their unique QR code to print their badge on site. The exhibitors can print their badges at the **Registration Area, entrance of Allianz MiCo through Gate 1, Gate 2 or Gate 16** (Note: there will be a special printing station for Exhibitors), close to the Exhibition Registration Desk. Everybody needs to print and pick up their own badge, **no collective badge printing**.

Lost or Forgotten – Exhibitor Conference and Exhibits Only Badges

Exhibitors who lose, or forget to bring to the congress centre, their badge (Exhibitor Conference or Exhibits Only Badge) will be able to buy an Exhibits Only Badge at a fee of EURO 115.00 per badge, or an Exhibitor Conference Badge (for exhibiting company staff only) at the late fee, i.e. EURO 310.00. Badge preparation on-site will cause a delay in accessing the exhibition and conference levels.

Cancellations & Changes – Exhibitor Conference and Exhibits Only Badges

- **Cancelled** badges will **not be refunded** at any time and remain payable in full.
- The process for **badge changes** will be communicated together with the badge order process via e-mail.

Conference Registrations for Exhibitor's guests

Exhibitor's guests, who wish to be registered as a full/regular participant of the conference should be registered on-line at <https://2025.eshg.org/registration/> (will open in January 2025). Information and rates are available on the ESHG 2025 Conference website. Early fee deadline for ordering Conference registrations: **10 April 2025**, Regular fee deadline: 8 May 2025, as of 9 May 2025 (also on-site) the late fee will apply. **Note:** it is NOT possible to order Exhibitor Conference Badges for guests, since these badges are exclusive for exhibiting company staff.

Access during Build-up & Breakdown – Badges required

Allianz MiCo Staff Badges are required for **all** persons (also exhibitors) during **build up on Thursday 22 May** (Design Stands ONLY are allowed). On **Friday 23 May** during build up as well as on **Monday 26 May during breakdown** these badges are required for all people, **who do not have an Exhibitor Conference or Exhibits Only badge**. NO access without a badge! The Allianz MiCo staff badges need to be pre-ordered through the webshop of Allianz MiCo. Please see page 37. **Important: all persons** need to bring **identification**, i.e. their official company badge or passport.

BUILD UP & BREAKDOWN

Exhibitors are strongly advised to use the standard stand construction package (included in the stand space fee, see also form 2a, page 31), because build-up and break-down times are limited.

BUILD UP

A. Standard Stands – Build Up on Friday 23 May

Schedule for exhibitors using the standard stand construction package

Thursday, 22 May	NO ACCESS for exhibitors who use the package of standard stand construction (Form 2a, page 31)	
Friday, 23 May	08.30 – 17.30 hrs	Bringing in and installation of exhibits.
Friday, 23 May	16.30 – 17.30 hrs	Installation of exhibits inside the stands only , no more movements in the aisles in view of cleaning and carpeting of aisles.

B. Design (Self Build) Stands – Build Up on Thursday 22 May

Schedule for exhibitors bringing and building their own stand (design stand)

Thursday, 22 May	09.00 – 19.00 hrs	Stand construction works by exhibitors and their stand contractors who bring and build their own and have a written agreement with Rose International about their construction works on Thursday 22 May 2025. All construction works must be finished on Thursday 22 May by 19.00 hrs, <u>no construction</u> works whatsoever allowed on Friday 23 May. On Thursday 22 May, the use of <u>safety shoes, helmet and high visibility jacket (PPE)</u> is mandatory in the exhibition hall for all working staff.
Friday, 23 May	08.30 – 17.30 hrs	Bringing in and installation of exhibits inside the stand. No construction works whatsoever allowed (see Thursday). Note: on Friday 23 May Allianz MiCo badges are required for all people without Exhibitor Conference or Exhibits Only Badge. These badges need to be pre-ordered on the webshop of Allianz MiCo
Friday, 23 May	16.30 – 17.30 hrs	Installation of exhibits inside the stands only, no more movements in the aisles in view of cleaning and carpeting of aisles.

► **If in doubt whether** you belong to **group A** (standard stand construction stand) **or group B** (design/own stand), check with Rose International to avoid misunderstandings on your build-up schedule.

There will be **absolutely no access on Thursday for exhibitors of Group A (Standard stand).**

For Group B (Design stand) there will be only access if the exhibitor or his stand contractor has a **written agreement with Rose International** about their building up schedule on Thursday 22 May.

Please see page 17 for an overall **BUILD UP Schedule!**

Contractual working hours agreed with Allianz MiCo do **not allow for any delay** in leaving the exhibition area after contractual hours. If an exhibitor, his staff, his contractor or his supplier does not leave the premises at, or before, the times printed above, the exhibitor will be held responsible for additional rental and other fees incurred.

Access to the Exhibition Hall during Build-up hours

- **Access:**
 - Exhibitors using the **Standard Stand Construction** have access on **Friday 23 May only**.
 - Exhibitors **building their stand (Design Stand)** have access on **Thursday 22 and Friday 23 May (no construction work on Friday)**.
- Exhibitors who need to **unload a car or truck**: see “Delivery & Removal of Exhibits” below. Important: no access to (un)loading area without a **pre-ordered vehicle pass and pre-ordered Allianz MiCo staff badge**.

- Entrance during build-up for exhibitors will be through Gate 1, Gate 2 or Gate 16 towards main entrance of the South Wing of Allianz MiCo. Or through the loading area in case of unloading a car or truck.
- **Badges (Exhibitor Conference, Exhibits ONLY or Allianz Mico Staff badges)** are required for **all** persons entering the exhibition hall during build up. On Thursday 22 May **all persons** (also Exhibitor Company Staff with an Exhibitor Conference or Exhibits Only Badge!) need to have a pre-ordered Allianz MiCo Staff badge (order through the webshop of Allianz MiCo). Please see pages 12 and 13, for further information. On Friday 23 May access is granted with one of the following 3 badges: 1. Exhibitor Conference Badge, 2. Exhibits Only Badge, 3. Allianz MiCo Staff Badge. No access without one of these 3 badges.
- Unloading and bringing in of exhibits to be finalised before 16.30 hrs on Friday 23 May.

Occupation of Exhibit Space

If an exhibitor has not taken up his stand space on:

A. Friday 23 May 2025 at **16.30 hrs** – exhibitors using the standard stand construction package

B. Thursday 22 May 2025 at **19.00 hrs** – exhibitors bringing/building their own stand

Rose International may dispose of exhibitor's stand space without notice or proof of default. The agreed fees remain due in full and the exhibitor is not entitled to any compensation.

BREAKDOWN

C. Standard Stands – Breakdown Monday 26 May: 17.15 – 20.30 hrs

Schedule for exhibitors using the standard stand construction package

Monday, 26 May	17.15 – 18.30 hrs	Carpet will be removed from the aisles. DO NOT PLACE ANY MATERIALS IN THE AISLES!! This will slow down the breakdown process.
	17.15 – 18.30 hrs as of 18.30 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, as soon as <u>all participants have left</u> the exhibition area and the carpet in the main aisles has been removed. Note: It is NOT allowed to pack and/or leave before closure of the exhibition at 17.15 hrs. Exhibitors packing and/or leaving earlier will be excluded from participation at ESHG 2026 and will be invoiced a penalty fee of EURO 1,000.00!
	18.30 – 20.30 hrs	Taking exhibits out of the exhibition hall. All rented materials will be collected by the relevant suppliers.

D. Design (Self Build) Stands – Breakdown Monday 26 May: 17.15 – 23.30 hrs

Schedule for exhibitors bringing and building their own stand (design stand)

Monday, 26 May	17.15 – 18.30 hrs	Carpet will be removed from the aisles and the safety hooks (rigging) will be removed. DO NOT PLACE ANY MATERIALS IN THE AISLES!! This will slow down the breakdown process.
	17.15 – 18.30 hrs as of 18.30 hrs	Packing up activities inside the stand only. Delivery of empties to the stands, as soon as <u>all participants have left</u> the exhibition area and the carpet in the main aisles has been removed.
	18.30 – 23.30 hrs	Break-down and taking materials and exhibits out of the exhibition hall. NO BREAKDOWN activities till 18.30 hrs.!
	23.30 hrs (strict)	The premises must be completely cleared of all materials and exhibits. After 23.30 hrs the organisers are entitled to have goods and (stand) materials removed and stored at the expense of the relevant exhibitor.

Early packing and/or early leaving

It is NOT allowed to pack and/or leave before closure of the exhibition at 17.15 hrs. Exhibitors packing and/or leaving earlier will be excluded from participation at ESHG 2026 and will be invoiced a penalty fee of EURO 1,000.00!

Delivery & Removal of Exhibits to/from the Exhibition Hall (unloading/loading cars & trucks)

For the delivery and removal of exhibition goods (for both **non-hand and hand carrying items**) during build-up and break-down, a vehicle pass is required. The access gate will be announced at a later stage.

IMPORTANT: NO access without a pre-ordered vehicle pass! **(see below for more details)**

The following instructions apply for the delivery and (un)loading of goods.

- Valverde is the official ESHG 2025 freight forwarder, appointed by Rose International.
- The use of forklift trucks and other motorized transport and lifting equipment by other parties than Valverde is not allowed.
- For parking of trucks: see page 11.
- **All people** entering the gate to the **loading zone**, need to pre-order the so called Allianz MiCo staff badges (also in case they already have an official ESHG badge).
- **For each vehicle which needs to enter the loading zone (so for both unloading and loading)** a vehicle pass needs to be booked through the online webshop from Allianz MiCo (at no costs). These passes will be emailed to the company contact, who will need to distribute them.

The vehicle pass needs to be placed in the vehicle and has to be visible from the outside. The vehicle can stay for max 2 hours in the loading/unloading area (a penalty of EURO 50.00 per hour will be applied for the hours exceeding these 2 hours).

IMPORTANT: the gate to the loading zone, will be announced at a later stage.

In case of **hand carrying** items transported with your private car, you should also go through loading zone. See above about ordering a vehicle pass.

NOTE: Due to construction works on site it is not possible to park at the grounds of Allianz MiCo and therefor all unloading/loading needs to go through the loading zone

- **IMPORTANT:** All persons (both stand builders and exhibitors) working during build-up on **Thursday 22 May** need to show their **pre-ordered Allianz MiCo staff badge**. These Staff badges for build-up/breakdown can be ordered through the webshop of Allianz MiCo and will be emailed to the Company contact, who will need to distribute these passes to the correct people. On Friday all persons, without an Exhibitor Conference Badge or Exhibits Only badge, also need to have a pre-ordered Allianz MiCo staff pass (order through the Allianz MiCo Webshop). **NO ACCESS WITHOUT a BADGE OR STAFF Badge. Important: all persons need to bring identification, i.e. their official company badge or passport. ALL people accessing Allianz MiCo through the loading zone, will need a pre-ordered Allianz MiCo staff badge** (also in case they already have an Exhibitor Conference or Exhibits Only badge).

Traffic Guide

Will be provided at a later stage, when Allianz MiCo has assigned the gate to access the loading zone.

Overall Schedule BUILD UP

ACTIVITY	Thursday 22 May	Friday 23 May	REMARKS
Bringing in of stand materials/ shipments for exhibitors building their own stand (<u>design stand</u>)	09.00 – 15.00	-	If you build your own stand (design stand), make sure to instruct Valverde to deliver your materials early on Thursday 22 May.
Exhibitors bringing/building their own stand (<u>design stand</u>)	Construction Works * 09.00 - 19.00	Installation of Exhibits 08.30 – 17.30	* Agreement required with Rose Int. for construction on Thursday 22 May. All construction works should be finished on Thursday at 19.00 hrs.
Bringing in and installation of exhibits by exhibitors using the <u>package of standard construction</u>	No Access on Thursday!	08.30 – 17.30	
Aisles must be cleared of all goods, waste materials, empties etc.		16.30 strict	- Storage empties: Valverde (page 24) - To order a storage in your standard stand construction stand, please order via the on-line portal of A-Booth
Aisles will be cleaned and carpeted		After 16.30	Concerns the aisles in and around the exhibition areas.
Collection of empties for storage by Valverde		08.30 – 16.30	Pre-order storage for your empties: Valverde, page 24
Ordered Stand Furniture brought to stands	End of the day		Ordered items will be placed in the stand by Allianz MiCo.
Rented computers brought to stands		Select time in portal	Ordered items will be placed in the stand by Allianz MiCo.
Rented Stand AV brought to stands and installed		9:00 – 16:00	Ordered items will be placed in the stand by Allianz MiCo.
Internet access installation			Ordered internet line already in stand.
Ordered plants and flowers brought to stands		09.00 – 16.00	Plants and Flowers will be placed in the stand by Allianz MiCo
Stand floors and general cleaning of the exhibition standard stands and areas		Evening	Stand floor of standard stands will be vacuum cleaned and is included in your stand space fee, as well as on Saturday and Sunday evening.

The Exhibition opens on Saturday 24 May at 09.30 hrs
Exhibitors should be present at 09.15 hrs

TECHNICAL INFORMATION EXHIBITION & STANDS

Technical Specifications

Below are important technical specifications related to (the use of) your exhibit space, the standard stand construction package, and the exhibition area in general.

Building height and how to use your exhibit space	<p>Stand walls must be 2.50 m high exactly, not lower, not higher, measured from the floor of the hall, not from e.g. a raised or technical floor.</p> <p>It is not allowed to use the walls of neighbouring stands, each stand must have its own walls, finished to the satisfaction of the organisers.</p> <ul style="list-style-type: none"> • In-line stands should have side and back walls measuring the full depth, width and height (2.50 m) of the rented stand space. • Head stands should have a back wall covering the full width and height (2.50 m) of the stand. Partly closed side walls are advisable in order to hide e.g. the backside, and wires of spotlights, of a display system in the stand. Contact Rose International for advice. • Corner stands must have two back walls over the full depth and height (2.50 m) of the stand.
Objects in stands	<p>For objects higher than 2.50 m permission is required from Rose International. These higher objects should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls.</p>
Displays in stands	<p>If you intend to bring a display system (e.g. pop-up display) to put in your stand, please inform Rose International of the measurements (height x width in m) so we can check if the display will fit. For spotlights on your system: also see below, Plugs, sockets and adapters.</p>
Floor material Exhibition area	<p>The exhibition hall has a concrete floor.</p> <p>Aisles will be carpeted (red) and stand flooring is mandatory.</p>
Flooring in stands	<p>All stands must have flooring.</p> <p>Carpet for the standard stand construction stands is included in the package (go to page 36 for instructions on how to select the colour). Note: Carpet in aisles of the exhibition is red.</p> <p>Exhibitors who bring/build their own stand should bring their own flooring or can order this. Please contact A-booth if you wish to order any stand flooring.</p>
Max floor load	500 kg / m ²
Electricity	<p>Single phase 220V/50 Hz current up to 3 kW. Three-phase 380V/50 Hz current + neutral above 3 kW.</p> <p>Electricity connections mainly come from the columns located in the exhibition area. At some stand locations connections can come from the floor or ceiling.</p> <p>Electricity is switched off every day after closing of the exhibition. 24 hours electricity can be ordered with A-booth.</p> <p>Important: Non-Italian exhibitors that install electrical systems themselves or make use of foreign Companies must seek the co-operation of a qualified Italian Electrical Company OR need to order an Onsite Electrical Inspection with A-Booth (see online portal).</p>
Plugs, sockets and adapters	<p>The plugs and sockets in Italy are the same as the regular European plugs and sockets. Adapters can be ordered through the online portal of A-Booth.</p>
Voltage transformers	<p>For equipment requiring 110/120V, a transformer is needed to connect to 230V/ 400V. Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth, please contact them directly, see details page 36. No on-site ordering of transformers.</p>
Suspensions/ Rigging	<p>The height of the hall allows for suspensions and rigging. Please contact Rose International well in advance if you have any plans for suspensions over your stand. These need careful planning (build-up time is limited!) and the approval of Rose International before 1 April 2025. All costs involved in rigging/suspensions will be for the exhibitor. See also pages 45-49 with important regulations. Rigging height is set to 400cm.</p>

Standard Stand Package (By Default Included)

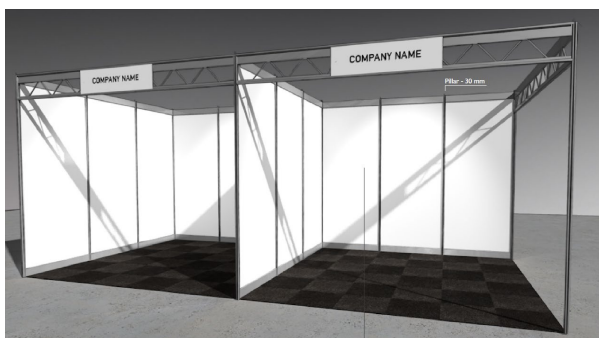
The package includes:

- Stand walls 250 cm high.
- Fascia board with company name and stand number in standard lettering, max. 20 characters ¹⁾.

- One spotlight/3 m², including electricity connection 1.5 kW + 2 EU sockets + consumption ²⁾.
- Carpet: see colour catalogue via the on-line portal of A-booth³⁾.

NOTE: the standard stand does **NOT include** any **stand furniture**. Please order with the supplier “Allianz MiCo”, see page 37

1. Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. For information about the A-booth portal see page 35.
2. In case more kW is needed: order on-line with A-booth, see page 36 for details.
3. Mark the carpet colour you wish to have in your stand also on-line via the A-booth portal (default colour is Anthracite: 10). **Note:** Carpet in the aisles is red. For on-line ordering via A-booth see page 36. **NOTE:** Deadline for choosing your colour carpet is **5 May 2025**. If you have not chosen the colour by this date you will get the **default colour Anthracite: 10**.



Visual standard stand (inline and corner) 3x3 = 9 m²



Picture of standard stands at ESHG

Design Stands (Self-Build Stands)

If you bring/build your own stand (**Note: build-up time is very limited**) please fill out and return Form 2b.

- The exhibitor, or his stand contractor, should agree with Rose International on construction works to be carried out on Thursday 22 May (**no construction works allowed on Friday 23 May**). See detailed build-up schedule on page 17.
 - It is not possible to order parts of the package of standard stand construction if you build your own stand, neither is there a reduction on the stand space fee if you bring/build your own stand.
 - The stand space includes a 1.5 kW electricity connection + 2 EU sockets + consumption: more power can be ordered on-line with A-booth, see page 36 for details.
1. All exhibitors, as well as their stand contractors and other suppliers, are obliged to read the ESHG 2025 Exhibitors' Manual and sign Form 2b to confirm this. Form 2b should be returned to Rose International before **1 April 2025**.
 2. The **stand design, including floor plans, all measurements, layout and construction drawings** together with the **SICU form** (page 1 and attachment A only when submitting the design) must reach Rose International for written **approval before 1 April 2025**.
 3. The design should be scaled with full measurements in cm, including height of the stand walls (should be 2.50 m exactly, measured from the floor of the hall) and of any objects inside the stand which are higher than 2.50 m. Do not forget to include the suspensions, if any, in the design. Further important instructions, see the regulations, pages 45-49.
 4. Important: the following documents, certificates need to be taken care of by design stands:
 - a. SICU form (can be downloaded on the Allianz MiCo Webshop, section Useful documents): Page 1 and attachment A need to be submitted together with the stand design. Attachment B (Correct Installation Declaration) and C must be handed over on-site to the Allianz MiCo Service Desk before Friday 23 May 17.00 hrs
 - b. Structure certification for complex stand with higher and/or a horizontal and/or vertical length **over 4 meters (see below)**. See article 3.2.5.8 of the Technical Regulations of Allianz MiCo.
Allianz Mico will check all design stands to see if they need a structure certification due to the fact of having a complex structure with a height and/or a horizontal and/or vertical length **over 4 meters**. **We will inform you in case this certificate is needed**. This certificate can be ordered through the Allianz MiCo Webshop (costs are at the expense of the exhibitor). Note: the overall technical design

first needs to be approved by both Rose International and Allianz MiCo before ordering this certification. Please email design to Rose International. We will forward to Allianz MiCo.

- c. DUVRI: Design stands are responsible to bring their Risk Assessment of Interference Document to the stand (so called DUVRI). In case you would like to receive an example template of the DUVRI please contact Flora: fvanlaer@rose-international.com

Booth Inspection

Inspection of the booths by Rose International is carried out continuously during build-up procedures to make sure that exhibitors receive the services ordered, and to see to it that the instructions of, and on behalf of, the organisers and the Allianz MiCo are taken into account.

List of Exhibitors & Floor plan

For an updated list of exhibitors and the most recent floor plan please visit the conference website: <https://2025.eshg.org/exhibition/>

Stand Number & Final Stand Allocation

Stand locations and stand numbers will be (re-)confirmed by Rose International in April 2025. In case it is necessary to change an exhibitor's stand location and/or stand number, the exhibitor will be notified immediately.

Rules & Regulations, General Conditions – Rose International

For the Rose International Rules & Regulations, go to pages 45-49.

Technical Regulations – Allianz MiCo

For the Technical Regulations of Allianz MiCo, go to:

https://www.micomilano.it/Sites/MiCo/Download/PDF/Technical_Regulations_MiCo_english_rev2_2023.pdf

Liability

Neither the exhibition organisers or the (official) service suppliers, nor the conference organisers, the Allianz MiCo and/or the city of Milan, nor the ESHG can accept responsibility for the security and safety of the booths, their contents and exhibitors' staff. Neither can they accept responsibility for damage to or theft of any goods whatsoever. According to Article 10 of the General Conditions of Rose International, participation in the exhibition is at the risk of the exhibitor under all circumstances.

Exhibitors accept full responsibility for rented equipment by signing the relevant order form(s) and/or when ordering on-line. The exhibitor will be charged for any loss of or damage to rented equipment. Any damage to the building will be charged to the relevant exhibitor.

See also important note on liability on page 51.

Exhibitor's Insurance - Mandatory

EXHIBITORS' INSURANCE

The Exhibitor is responsible to take care of:

- A. a Third Party Liability policy, with an adequate limit for the risks associated to the holding of the event and which must consider participation in Fairs/Exhibitions/Congresses among the insured activities.
- B. a Loss or Damage Property insurance on the whole value of goods, machinery, equipment and fittings taken into and/or used within Congress Centre, with a waiver of subrogation clause for the Congress Center, i.e. Fiera Milano Congressi, their subsidiary and associated companies, the Organizer and any third party involved in the organisation of the event.
In case of subrogation from its own insurer, the Exhibitor guarantees to hold the aforementioned Subjects harmless.

RESPONSIBILITIES and LIMITATIONS

As per the previous article, the Exhibitor agrees to relieve the Congress Center, i.e. Fiera Milano Congressi, the Organizer, the ESHG and all service suppliers of any liability, renouncing the claim, for all damages both direct and indirect, consequential damages, damage to image, loss of turnover, etc.

Moreover, the Organizer and the Congress Center, i.e. Fiera Milano Congressi assume no responsibility for goods, materials and anything else left unattended by exhibitors in the Congress Centre.

For parking within Allianz MiCo: the Organizer and the Congress Center assume no responsibility for custody or for damage or theft for vehicles parked within the exhibition centre. Parking is permitted for vehicles with a special permit only in the parking spaces and during the opening hours of Congress Centre.

Theft Prevention - Security

Exhibitors who wish to order a security guard on the stand, please see page 37. We strongly advise exhibitors to observe the following suggestions for theft prevention.

During Build-up

- Bring valuable and personal goods into the building as late as possible and do not leave unguarded.
- When leaving the building after or during build-up, mark your stand site with a ribbon. Exhibition organisers and security will know that persons behind the ribbon do not belong in your stand.
- Staff your booth during the entire build-up period, and in particular after your exhibits have been installed.
- Also observe other periods when the public will be around.
- Do not leave valuable goods in the stand when leaving. Take these with you (preferably), or lock away.

During Exhibition Opening Hours

- Do not leave your stand unmanned during opening hours of the exhibition.
- Arrive preferably 15 minutes before opening time of the exhibition.
- Poster viewing hours run concurrent with exhibition opening hours: so do not come late, and do not leave early.
- Always keep your valuable and personal belongings locked away.
- After closing of the exhibition, keep your stand manned until all visitors have left the exhibition area.
- Make sure to take with you, or lock away, valuable goods at the end of each exhibition day.

During Break-down

- Remove all valuable and personal goods as quickly as possible from the building when the exhibition closes and leave these in a safe place.
- Keep your stand manned permanently by one person at least until all your goods have been removed and taken out of the exhibition hall.

Stand Cleaning

For all stands using the standard stand construction, daily (overnight) cleaning is included. Stand carpet will be vacuum cleaned and waste baskets (if placed at the aisle at the end of the day) will be emptied. Design stands will not be cleaned. Stand cleaning can be ordered via webshop of Allianz MiCo, see page 37.

Waste Disposal & Environmental Regulations

Exhibitors, their stand contractors and suppliers are obliged to dispose their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned. For exhibitors with a standard stand construction green containers will be available during build-up and breakdown for waste disposal (paper and plastic) in the exhibition hall. Stand contractors who are building a Design stand will need to order their own waste disposal via the Allianz MiCo webshop. Or take out the waste themselves. In case an exhibitor leaves any waste in their stand or anywhere else in the exhibition hall, the costs for removal will be charged directly to the exhibitor.



During the conference and exhibition opening hours, waste stations to separate waste will be available in the Allianz MiCo. Please see picture below.



CUSTOMS CLEARANCE & FREIGHT FORWARDING



Shipping Instructions ESHG 2025

We are proud to inform you that Valverde is appointed as the official logistics supplier for ESHG 2025. The exhibition organizer, Rose International has chosen this partnership to guarantee a professional and high-level logistic service at all times.

Important aspects for your shipping:

- Carefully note the latest arrival deadline of **15 May 2025**.
- Do not send any goods directly to Allianz MiCo; these will not be accepted.
- Courier shipments should be avoided. If courier shipment cannot be avoided, we advise to go through Valverde (see instructions on page 23). Courier shipments addressed to the venue will be rejected and/or sent back to origin.
- Make sure that your company staff at the stand in Milan bring with them:
 1. **Copies of all freight documents issued at the point of departure of your goods.**
 2. **Full contact details, including mobile phone, of your contact at the freight forwarder who shipped your goods to Milan.**

These documents and contact details are needed if your goods have not arrived in Milan in time. Valverde will only be able to help search for your goods if your company staff can give them these documents and contact details.

Services by Valverde

1.	Manpower
2.	Customs Clearance & Freight Forwarding
3.	Storage of Empties

Contact Details

Name Valverde BV
 Telephone +31 (0)20 653 8555 / +31 (0) 6302 005 88
 URL www.valverde.nl

Contact: **Floris de Kok**
 E-mail eshg@valverde.nl

General Instructions Event

Build-up : 22 – 23 May 2025 (design stands construction works only on Thursday 22 May, access standard stands only on Friday 23 May)
 Exhibition dates : 24 – 26 May 2025
 Breakdown : Monday 26 May 2025 (17.30 – 20:30 hrs (standard stands), 23:30 hrs (design stands))

Note: all freight not collected during breakdown on Monday 26 May between 18:30 and 23:30 hrs will be taken by Valverde and brought to the warehouse in Hoofddorp, The Netherlands at the expense of the exhibitor.

Exhibitors who have placed an order with Valverde in advance will be given priority on-site during the construction and dismantling days. If you would like to receive a quote, please let us know by indicating this on the order form, see page 26.

During the exhibition only Valverde is allowed to use forklifts and other electrical lifting equipment on the event site and no stand materials can be delivered or collected during other times than those set by the organization.

Stand construction materials for design stands (construction works on Thursday 22 May) can be delivered to the Allianz MiCo after agreement on this with Valverde. Delivery to the stand location with forklift or motorized equipment by Valverde only. Contact Valverde for further details.

As the exhibition hall is not a permanent warehouse, courier shipments sent directly Allianz MiCo will be refused.

How to Consign your Air Freight Shipment

All air freight must be shipped on a direct AWB, please mail a copy of the AWB to eshg@valverde.nl.

Consignee

Valverde BV
Zekeringstraat 36b
1014 BS Amsterdam
The Netherlands

Notify

Valverde BV
ESHG 2025
Tel: +31 20 653 8555
Eshg@valverde.nl

Airport of destination:

Amsterdam Schiphol Airport (AMS)

Deadline of arrival:

Sunday 11th May 2025

Markings on package(s): ESHG 2025+ Exhibitor name + Hall/Stand number and case numbers.

How to Consign your Road Freight Shipment to Warehouse

All road freight must be pre-advised by e-mail to eshg@valverde.nl prior to delivery

Consignee

IAA c/o Valverde
Contour Avenue 51
2133 LD Hoofddorp
The Netherlands

Notify

Valverde BV
ESHG 2025
Tel: +31 20 653 8555
Eshg@valverde.nl

Deadline of latest arrival at Valverde warehouse:

Thursday 15th May 2025

Warehouse **opening hours:**

Monday – Friday; 08:30 – 17:00

Earliest recollection can be done from 3rd June 2025 onwards.

Marking on package(s): ESHG 2025+ Exhibitor name + Hall/Stand number and case numbers.

How to Consign your Courier Shipment to Warehouse

All road freight must be pre-advised by e-mail to eshg@valverde.nl prior to delivery

Consignee

Valverde BV
Zekeringstraat 36b
1014 BS Amsterdam
The Netherlands

Notify

Valverde BV
ESHG 2025
Tel: +31 20 653 8555
Eshg@valverde.nl

Deadline of latest arrival at Valverde warehouse:

Thursday 15th May 2025

Warehouse **opening hours:**

Monday – Friday; 08:30 – 17:00

Earliest recollection can be done from 3rd June 2025 onwards.

Marking on package(s): ESHG 2025+ Exhibitor name + Hall/Stand number and case numbers.

Courier shipments should be sent DDP (Delivery Duties Paid), any costs from couriers inflicting duties and taxes will be charged at costs + 15% advance of funds fee

Tariffs Air Freight & customs**Inbound & Outbound Air Freight**

From free arrival Schiphol airport (AMS) till arrival warehouse per shipment excl. airline storage charges, agent fees, customs formalities and delivery to the stand.

Basic amount per shipment		€ 170.00
0 - 100 kgs.	per kg.	€ 0.65
101 - 300 kgs.	per kg.	€ 0.60
300 kgs. +	per additional kg.	€ 0,55

Rates include airport handling fees and transit document.

Deconsolidation charges and warehouse rent will be passed on to you at cost.

Customs Formalities Inbound

ATA Carnet clearance	€ 205,00 per carnet
Permanent import clearance	€ 205,00 per shipment
2 hs codes incl. Each additional	€ 10,00 per HS code
Duties & taxes	as per outlay
Advance of funds fee	15%

** due to new rules from Dutch customs, it is not possible to send temporary shipments on commercial invoice, only by ATA Carnet

Customs Formalities Outbound

Export declaration	€ 205,00 per shipment
2 hs codes incl. Each additional	€ 10,00 per HS code
Handling ATA Carnet export	€ 205,00 per carnet

Direct Unloading/Reloading To/From Stand

Rates are available on request per eshg@valverde.nl and only available for Full Truck Loads.

Handling Shipments via Warehouse – Air/Road/Courier

Receipt at Hoofddorp warehouse and delivery to stand

Road freight & courier shipments up to 50 kgs.	€ 175.00
Airfreight and road freight shipments above 50 kgs.	€ 85.00 per cbm minimum 3 cbm

Costs will be charged at 1 cbm equals 300 kgs. whichever is greater. Costs are excluding overtime surcharge

Storage costs per day	€ 19,50 per cbm per day
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From arrival day in warehouse till 22nd May

After the show, storage will apply if the shipment is not collected before 8th June, storage charges apply per day.

Storage and Handling Packaging Material during the Event

Storage of empties incl. collection/re-delivery to your stand	€ 90,00 per cbm min. 3 cbm
---	-------------------------------

General Fees

Consignment fee	€ 60.00 per shipment, each way
Late arrival surcharge	35% for shipments arriving after deadlines
Overtime (17:00 – 08:00) & Saturday surcharge	50%
Sunday & holiday surcharge	100%

Other Information

Important Information

- Above rates are excluding VAT.
- Our normal working hours are weekdays from 8:00 to 17:00. Work executed on different hours will be subject to surcharge
- All orders can be cancelled 1 week before the start of the build up period, thereafter a cancellation fee will be charged.
- Your order needs to be placed 5 working days before the start of the build-up period. Thereafter a surcharge of 30% is applicable on the final invoice.
- No credit is given to any exhibitor. Therefore, we advise you to use one of our preferred agents in your country.
- Credit card transactions will be charged with a 5% surcharge on the total invoice amount.
- We charge a 3% advance of funds fee for all third-party charges.

Insurance & Liability

The liability of a logistics service provider is limited and therefore we advise you to insure your exhibition goods for transportation and residence during the exhibition.

The latest version of the Dutch Fenex conditions is applicable on all our transactions. All work is carried out subject to the general conditions of the federation of the Dutch forwarding agent's FENEX deposited at the Registry of the Court at Amsterdam, Arnhem, Breda, Rotterdam, latest version. These conditions will be sent to you on request.

Billing & Payment**Address**

Valverde BV
Zekeringstraat 36B
1014 BS Amsterdam
The Netherlands

Bank address

ABN AMRO Bank NV
Postbus 42
2130 AA Hoofddorp
The Netherlands

Bank details

IBAN NL76ABNA0243435533
BIC ABNANL2A
VAT NL815887140B01

Customs Clearance & Freight Forwarding – Order Form

*E-mail this form to:***VALVERDE****Valverde B.V.**

Tel.: +31 (0)20 653 8555

E-mail: eshg@valverde.nl

Stand No:

Company:

Contact:

Address:

VAT No:

E-mail:

Tel:

Use this form to order all required logistic services from Valverde B.V.

Please return a copy by e-mail to: eshg@valverde.nl*For all orders a quotation will be provided by Valverde before confirmation of the order.***Your order:**

Shipment details (Number of parcels, dimensions, weight)

☐ Inbound handling of your goodsDelivery Date_____, Time _____ (for **design stands only**, goods for standard stands will be delivered on Friday morning, 23 May)☐ Outbound handling of your goods☐ Storage of packing material

Number of pieces_____, volume_____m3

After the event goods will ☐ or will not ☐ be returned (please cross mark).

Unless otherwise agreed, payment needs to be arranged before delivery of the shipment.

SERVICES ORDERS – FORMS & PORTAL ACCESS

SERVICES ORDERS

IMPORTANT INFORMATION

1. On the next page you will find an overview of stand services, indicating if a service should be ordered on-line or with an order form. The deadlines by which services orders should have reached the relevant suppliers are also shown.

2. For services to be ordered with an order form, the information can be found in this section.

For services to be ordered on-line, a 'how to order on-line' information sheet is included in this section. Same for services for which the form will be sent to exhibitors by e-mail (catalogue entry and badge forms).

See page numbers for forms and information sheets on the next page overview.

3. Orders should be sent directly to the relevant suppliers.
4. Supplier name, e-mail address and URL (for on-line ordering) are printed on each form/information sheet.
5. Keep copies of your orders, bring these with you to the exhibition and have these available during build-up.
6. Observe the deadlines for ordering. Considerable surcharges are applicable after the deadlines. Some services cannot be provided in case it was not ordered before the deadline. Deadlines and surcharges are printed on order forms and shown in 'how to order on-line' information sheets.
7. Your signature on the order forms is considered to be the signature of a legal representative of the exhibiting company, or his supplier, and therefore legally binding for the company appearing on the form.
8. For any services not listed in this manual, please contact Rose International.

Services & Deadlines – Overview

**Form 2a is mandatory for Standard Stands, form 2b for Design Stands*

DEADLINE	SERVICE	MANDATORY?	SUPPLIER	PAGE #	ORDER FORM #
asap	Freight Forwarder services Information / contact	Highly Recommended	Valverde	22-26	Order form
asap	Hotel Accommodation Information		MiCodmc	34	On-line
20 March	Catalogue & Subject Index Entry Information	Mandatory	Rose Int.		Form by E-mail
1 April	Standard Stand Construction	Mandatory	Rose Int.	31	Form 2a*
1 April	Design Stand: Form & Technical Design	Mandatory	Rose Int.	32	Form 2b*
10 April	Badge Information & Instructions	Mandatory	Rose Int.	12-13	Form by E-mail
10 April	Payments to Rose International	Mandatory	Rose Int.	30	Form 1
10 April	Networking Evening / Lunch Boxes		Rose Int.	33	Will follow
25 April	Lead Retrieval System		CTI	41-44	Order Form
5 May	Carpet Colour		A-booth	35-36	On-line
5 May	Company Name on Fascia Board		A-booth	35-36	On-line
25 April	Extra Stand Components		A-booth	35-36	On-line
25 April	Additional Electricity & Connections		A-booth	35-36	On-line
25 April	Inspection Electricity – Design stands		A-booth	36	On-line
25 April	Logo's & Graphics		A-booth	35-36	On-line
25 April	Stand Lay-out		A-booth	35-36	On-line
2 May	Stand Catering Services		Compass Group	39	On-line
2 May	Stand Furniture. Note: furniture not included		Allianz MiCo	37-38	On-line
2 May	Internet Connections		Allianz MiCo	37-38	On-line
2 May	Audiovisuals		Allianz MiCo	37-38	On-line
2 May	Computers & Peripherals		Allianz MiCo	37-38	On-line
2 May	Flowers & Plants		Allianz MiCo	37-38	On-line
2 May	Stand Cleaning – Design stands		Allianz MiCo	37-38	On-line
25 April	Rigging Services (after approval by Rose Int.)		Allianz MiCo	37-38	On-line
2 May	Waste disposal		Allianz MiCo	37-38	On-line
2 May	Water & Compressed Air Connections		Allianz MiCo	37-38	On-line
2 May	Fire Extinguisher (stands > 50m²)		Allianz MiCo	37-38	On-line
ASAP	Vehicle passes (unloading and loading)		Allianz MiCo	37-38	On-line
ASAP	Allianz MiCo Build-Up/Breakdown Badges		Allianz MiCo	37-38	On-line
2 May	Structure Certificate – Design stands > 4 m (Length and/or Width)		Allianz MiCo	37-38	On-line
2 May	Temporary Staff – Hostesses & Security		Allianz MiCo	37-38	On-line
15 May	Arrival of Actual Shipments at Valverde Warehouse		Valverde	23	Physically
-	Co-exhibitor Information		Rose Int.		On request

Rose International



Name Rose International
 Contact Krista Vink & Flora van Laer
 E-mail kvink@rose-international.com
fvanlaer@rose-international.com
 Telephone +31 (0)70 38 38 901

Please see below the services/forms which are being handled by Rose International.

SERVICES - ROSE INTERNATIONAL

Deadline: see below in table

Forms are available on the next pages

	Services	Deadline	How to order
1.	Exhibitors Manual		Download
2.	Catalogue & Subject Index entry – Mandatory	20 March 2025	Form by e-mail
3.	Badges (Exhibitor Conference and Exhibits Only) – Mandatory, see pages 12-13	10 April 2025	Form by e-mail
4.	Payment Form: Payments to Rose International - Mandatory	10 April 2025	Form 1
5.	A. Standard Stand Construction – Mandatory	1 April 2025	Form 2a
6.	B. Design Stand – Mandatory	1 April 2025	Form 2b
7.	Networking Evening & Lunch Boxes	10 April 2025	Will follow
8.	Co-exhibitor on the Stand		On request

Payment Procedures

Mandatory - Form 1

- Exhibitors receive an invoice, with specified VAT if applicable, for all their orders. The invoice will show the amount due in EURO.
- Orders received up to **10 April 2025** may be paid by bank transfer or by credit card (see further information on Form 1, Payments to Rose International).
- Orders received **between 10 April and 2 May and on-site** will be charged at the applicable late fees and should be paid by credit card (surcharge for credit card payment applies).
- After **2 May 2025** no more pre-ordering of services only on-site orders for badges.
- In case a PO/reference number is needed** on your invoice, please fill in this number on Form 1.
- All bank costs are for account of the exhibitor, instruct your bank accordingly when making a bank transfer. Always use Swift/BIC code and IBAN as stated on your invoice.
- Any bank costs incurred** by Rose International **need to be reimbursed on-site**, in cash, or by credit card (surcharge for credit card payment applies).
- All **Credit Card payments**, before the conference and on-site, incur a **surcharge of 5% on total due, including VAT if applicable, plus EURO 2.00** transaction costs.
- An administration fee of **EURO 75.00** will be charged if **an invoice needs to be re-issued on the request of the exhibitor**, e.g. with different name/address, or other changes.

Payments to Rose International Form
E-mail this form to:



Contact: Krista Vink
E-mail: kvink@rose-international.com
Tel.: +31 (0)70 383 8901

Stand No: _____

Company: _____

Contact: _____

E-mail: _____

RETURN with your
Rose International service order(s)
before 10 April 2025
Mandatory for all exhibitors

- The undersigned will pay the service orders **with Rose International** (additional badges, lunch tickets networking event ticket), please tick ✓ appropriate box below:

PAYMENT METHOD☐ by bank

All bank costs to be paid by exhibitor

No bank payments for orders **received after 10 April 2025**. These need to be paid by credit card.☐ by credit card

A surcharge of 5% of total due including VAT, plus EURO 2.00 transaction costs, will be charged.
Rose International works with Pay by Link. We will send you an e-mail with a link for the online credit card payment*.

FOR CREDIT CARD PAYMENTS ONLY:

Please write/print clearly name and e-mail of the person to whom the **CREDIT CARD** link should be sent to.

NAME: _____

E-MAIL ADDRESS: _____

- Rose International will issue an invoice for the ordered Services. Please fill out below the relevant invoice address:

INVOICE ADDRESS

COMPANY NAME: _____

CONTACT PERSON: _____

E-MAIL CONTACT PERSON: _____

ADDRESS: _____

CITY & COUNTRY: _____

VAT NUMBER: _____

- The following reference and/or PO number needs to be stated on our invoice (if applicable):

☐ Reference: _____☐ PO Number: _____

Note: if you do not yet have a reference or PO number when submitting this form, please inform Rose International asap, but before 10 April 2025, if you wish to pay by bank. Re-issuing of invoices incur an administration charge of EURO 75.00.

Date _____

Signature + Company Stamp _____

A. Standard Stand Construction Form - Mandatory

E-mail this form to:



Contact: Krista Vink
 E-mail: kvink@rose-international.com
 Tel.: +31 (0)70 383 8901

Stand No:

Company:

Contact:

E-mail:

RETURN BEFORE 1 April 2025

Mandatory for each exhibitor using the
STANDARD STAND CONSTRUCTION

Acknowledgement

By my signature at the end of this page I hereby certify that:

- I have completely read the ESHG 2025 Exhibitors' Manual.
- I agree to comply to all provisions and regulations.
- I understand all rules and regulations as outlined in the ESHG 2025 Exhibitors' Manual, including the regulations, and on behalf of my company agree to abide by them.
- I understand that it is my responsibility to inform all subcontractors of the rules and regulations outlined in the ESHG 2025 Exhibitors' Manual.
- It is my responsibility to comply with all the local and European laws, and ESHG/Rose International bears no responsibility for the compliance or enforcement of such laws.
- I am authorized to sign this document on behalf of my company.

Standard stand constructionYES, we will use the package of **standard stand construction****Display system / pop-up**

Inform Rose International timely of the measurements (width + height in cm) of any **display system** that you may wish to **put up inside the standard stand construction stand**.
 For carpet and fascia see page 36.

Included in your Standard Stand Package:

- Stand walls 250 cm high
- Fascia board
- One spotlight/3 m², incl. electricity + consumption
- Carpet

NOTE: Furniture is **not** included and can be ordered with Allianz MiCo, please see page 37.



Date

Signature + Company Stamp

B. Design Stand Form - Mandatory

E-mail this form to:



Contact: Krista Vink
 E-mail: kvink@rose-international.com
 Tel.: +31 (0)70 383 8901

Stand No:

Company:

Contact:

E-mail:

RETURN FORM + DESIGN BEFORE 1 APRIL 2025

**Mandatory for all exhibitors with a
 DESIGN STAND (Self Build)**

Acknowledgement

By my signature at the end of this page I hereby certify that:

- I have completely read the ESHG 2025 Exhibitors' Manual.
- I understand all rules and regulations as outlined in the ESHG 2025 Exhibitors' Manual, including the regulations, and on behalf of my company agree to abide by them.
- I understand that it is my responsibility to inform all subcontractors of the rules and regulations outlined in the ESHG 2025 Exhibitors' Manual.
- It is my responsibility to comply with all the local and European laws, and ESHG/Rose International bears no responsibility for the compliance or enforcement of such laws.
- I am authorized to sign this document on behalf of my company.

Design Stand**YES, we will build our own stand**

1) We will **bring and build our own design stand** and will **send the stand design** including full measurements in cm to Rose International **before 1 April 2025 for their approval**. See important guidelines and instructions for design stands on pages 45-48.

2) Our **stand contractor** who will design and build the stand is:

Company name:

Contact:

E-mail:

Mobile Phone:

On-site contact:

E-mail:

Mobile Phone:

YES, we will take care of the following documents/certificates (please see special conditions on pages 48 – 49)

- 1) **Stand design**, including floor plans, all measurements, layout and construction drawings
- 2) **SICU Form** with following attachments: A) Attachment A: Declaration of compliance and correct installation of stand materials for fire prevention, B) Attachment B: Declaration of correct assembly of the stand, C) Attachment C: Declaration of compliance pursuant to the Italian Ministerial Decree no. 37 of 2008 regarding electrical installations in the stand.
- 3) **Structure Certificate** for complex structures with height and/or length and/or width of stand is > 4 meters (see page 19), Rose International will inform you in case this is needed.
- 4) **DUVRI**: Design stands are responsible to bring their Risk Assessment of Interference Document to the stand (so called DUVRI). In case you would like to receive an example template of the DUVRI please contact Flora: fvanaer@rose-international.com

Date

Signature + Company Stamp

Networking Evening Tickets & Lunch Boxes

Rose International



Name
Contact
E-mail

Rose International
Krista Vink
kvink@rose-international.com

RETURN BEFORE 10 April 2025

Networking Evening Tickets & Lunch Boxes Order form
will follow soon.
We will email the form separately.

Hotel Accommodation

MiCodmc



Name MiCodmc
E-mail eshg2025.hotels@micodmc.it

Phone +39 02 4997 6275
Book on-line <https://2025.eshg.org/myconference/accommodation/>

As Soon As Possible

ESHG does not provide housing services. Instead, you may contact the **official accommodation provider (housing agency)** for the ESHG 2025 conference, **MiCodmc**.

To book a room (up to 6 persons) for the ESHG 2025 please access the **online accommodation portal**: <https://2025.eshg.org/myconference/accommodation/>. Via the accommodation portal you will be able to book a hotel directly in the price category and location of your choice. Rooms will be sold on a first come, first served basis.

For **group bookings** of at least 6 rooms, please send your request via email to eshg2025.hotels@micodmc.it.

Note: Be aware that you may be contacted by telephone by **scam companies** claiming to be the official ESHG 2025 accommodation providers. Neither the ESHG nor **MiCodmc** will call you to solicit reservations. Official ESHG (2025) emails will come from an email address ending in “@eshg.org” or “@rose-international.com”.

Official hotel booking partner MiCodmc with HotelMap

Powered by
HOTELMAP

Hotels near The European Human Genetics Conference 2025 (ESHG 2025)

Saturday 24 - Tuesday 27 May 2025 | Allianz MiCo • Gate 16, Milano Convention Centre

< **Selected Hotels** Nearby TripAdvisor 90% > Find hotels by name or brand

Exclusive deals for The European Human Genetics Conference 2025 (ESHG 2025)

NH Collection Milano City Life
★★★★☆
Free internet Swimming pool

Admiral Hotel
★★★★☆
Lounges/bars Free internet

Carpet colour, Fascia, Stand components, Logo's & Graphics, Extra & 24 hours Electricity

A-booth



Name A-booth exhibition services
 Address Skoon 37
 NL-1511 HV Oostzaan, the Netherlands
 Contact Jasper van Honk
 E-mail eshg@a-booth.nl
 Telephone +31 (0)75 622 55 81
 Order on-line <https://eshg.a-booth.nl>

ORDER BEFORE 25 April 2025

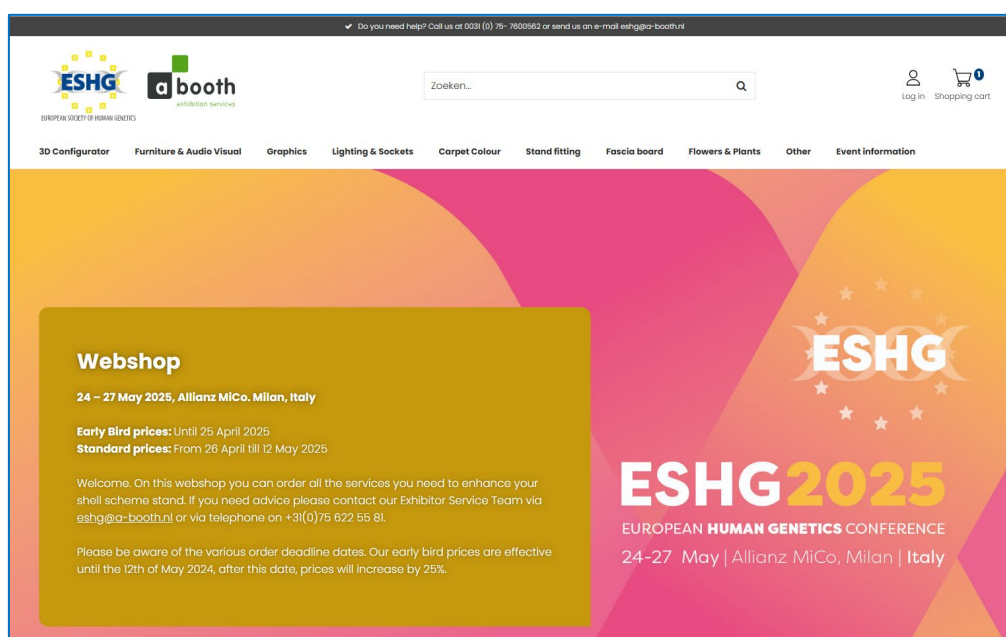
Prices increase after 25 April 2025

After 12 May 2025 the portal is closed (for requests after this date please mail: eshg@a-booth.nl)

For ordering the following services please go to: <https://eshg.a-booth.nl/en/>

1.	Carpet Colour	On-line
2.	Company Name on Fascia Board – <i>exclusive supplier</i>	On-line
3.	Extra Stand Components – <i>exclusive supplier</i>	On-line
4.	Additional Electricity Connections, 24 hours Electricity & Supplies – <i>exclusive supplier</i>	On-line
5.	Inspection Electricity – Design stands	On-line
6.	Logo's & Graphics*	On-line
7.	Stand Lay-out	On-line

* A-booth is *exclusive supplier* of logo's on the fascia board and for graphics that need to be printed on stand walls of the standard stand construction package.



Access to online A-booth portal

You will receive your log-in details via e-mail from the A-booth in the course of December 2024 or within 2 weeks after receipt of your official exhibit space booking confirmation from Rose International. In case of any problem with your log-in credentials please contact A-booth: eshg@a-booth.nl

Payment & Cancellation Procedures

1. After finalising your orders for A-booth via the on-line portal, you can pay your order in the on-line portal with the following payment options:
Creditcard (Visa, Master en American Express) (max. € 10.000), Ideal, Paypal
You will receive an order confirmation and invoice directly from A-booth.
Note: all orders need to be paid via the online payment options.
2. Only services for which full payment has been received before opening of the exhibition will be delivered.
3. Prices may be subject to changes. If invoices must be changed on request of the exhibitor, A-booth charges an administration fee of EURO 25.00 per invoice.
4. Cancellation Procedure:
After 1 May 2025: 30% cancellation fee will be charged and is payable.
After 15 May 2025: 70% cancellation fee will be charged and is payable.
After 22 May 2025 and on-site: 100% cancellation fee will be charged and is payable.

Carpet Colour

Carpet is included in the standard stand construction package. Exhibitors can choose from 12 different colours. The default colour is Anthracite: 10. The colour of the carpet in the aisles is red. **NOTE:** Deadline for choosing your colour carpet is **5 May 2025. If you have not chosen the colour by this date you will get the default colour Anthracite: 10.**

Company Name on Fascia Board*Exclusive supplier*

Exhibiting companies using the package of standard stand construction will have their company name and stand number printed on the fascia board, in standard lettering (max. 20 characters). Please fill in, via the on-line portal of A-booth, how your company name should show on the fascia board. Please pay attention to capital letters where appropriate in your company name. **Note:** in case you ordered a co-exhibitor do not forget to enter their company name which also will be printed on the fascia board (max. 20 characters).

Extra Stand Components*Exclusive supplier*

For extra stand components (e.g. shelves, storage, etc.) please go to the A-booth on-line portal. Bear in mind to order a storage in your stand to hide your spare supplies.

Electricity Connections & Supplies*Exclusive supplier*

- Each exhibitor is **entitled to an electricity connection of 1.5 kW + 2 free sockets**, including consumption (EURO 305.00, invoiced by Rose International together with your stand space).
- If you need more power and/or 24 hours electricity please order on-line via A-booth.
- All equipment in the stand should be switched off by the exhibitor at the end of each day, except for items that need 24 hour connection (do not forget to order 24 hours electricity if needed)

Electricity	Single phase 220V/50 Hz current up to 3 kW. Three-phase 380V/50 Hz current + neutral above 3 kW.
Plugs, sockets and adapters	The plugs and sockets in Italy are the same as the regular European plugs and sockets. Adapters can be ordered through the online portal of A-Booth.
Voltage transformers	For equipment requiring 110/120V, a transformer is needed to connect to 230V/ 400V . Although we advise exhibitors to bring their own transformer if their equipment needs this, transformers can also be ordered with A-booth, please contact them directly. No on-site ordering of transformers.

Electrical Installation - Inspection

Non-Italian exhibitors that install electrical systems themselves or make use of foreign Companies must seek the co-operation of a qualified Italian Electrical Company OR need to order an Onsite Electrical Inspection (can be ordered via the portal of A-booth).

Logo's & Graphics

You can order company logo's (e.g. for the stand fascia) or other graphics (e.g. prints on stand walls) via the on-line portal. **Notes:** 1. A-booth is *exclusive supplier* of logo's on the fascia board and for graphics that need to be printed on stand walls of the standard stand construction package. 2. Branded desks can also be ordered with the furniture supplier, Allianz MiCo, via their webshop, please see page 37 for ordering information.

Stand Lay-Out

To indicate the location of e.g. your storage or book shelves, extra components to your package of standard stand construction, exhibitors can use the tool provided on-line via the portal of A-booth.

Furniture, Internet, AV, Extra Cleaning, Rigging, Waste, Flowers, Structure Certificate , Vehicle Passes, Build-Up/Breakdown Badges

Allianz MiCo



Name **Allianz MiCo**
 Contact ESHG2025@fieramilanocongressi.it
 Order on-line <https://es.fieramilanocongressi.it/>

ORDER BEFORE 2 May 2025

Surcharge apply for orders after 2 May apply and will only be accepted subject to availability

For ordering the following services please go to: <https://es.fieramilanocongressi.it/>

1.	Stand Furniture - NOTE: furniture is NOT included	On-line
2.	Internet Connections – <i>exclusive supplier</i>	On-line
3.	Audiovisuals	On-line
4.	Computers & Peripherals	On-line
5.	Flowers & Plants	On-line
6.	Stand Cleaning (Design stands) – <i>exclusive supplier</i>	On-line
7.	Rigging Services – <i>exclusive supplier</i>	On-line
8.	Waste Disposal– <i>exclusive supplier</i>	On-line
9.	Water & Compressed Air Connections – <i>exclusive supplier</i>	On-line
10.	Fire Extinguisher – mandatory for stands > 50m ²	On-line
11.	Vehicle passes (section Build-Up & Breakdown) for unloading & loading	On-line
12.	Build-Up/Breakdown Allianz MiCo Staff Badges	On-line
13.	Temporary Staff – Stand Security & Hostesses	On-line
14.	Structure Certificate – Design stands > 4 m L and/or W	On-line

EXHIBITOR SERVICES

HOME ORDERS DELIVERIES CLAIMS INVOICING DATA USEFUL DOCUMENTS CONTACTS

For items not listed please contact ESHG2025@fieramilanocongressi.it

Build-up and break down
 Opening Times, Official Freight Forwarder, Safety Responsible, Vehicle Passes, Staff Name Badges

Audiovisuals
 Deadline: **May 2, 2025**
[LCD Monitor](#), Audio, Ledwall - Videowall & More

Catering Services
 Deadline: **May 2, 2025**
 Breakfast, Lunch, Non Alcoholic Drinks, Coffee and Tea, Water Cooler, Additional Catering Items, Custom Catering Service

Computers and Peripherals
 Deadline: **May 2, 2025**
 Technical Assistance, Equipment Rental

Custom Services

Digital Printing Services
 Deadline: **May 2, 2025**

Fire Extinguisher
 Deadline: **May 2, 2025**

Flowers & Plants
 Deadline: **May 2, 2025**

Furniture
 Deadline: **May 2, 2025**
 Chairs & Stools, Armchairs & Sofas, Tables, Reception Desks, Accessories, Shell scheme optionals

Internet Connections
 Deadline: **May 2, 2025**

Temporary Staff
 Deadline: **May 2, 2025**
 Security Services, Hostess & Steward

Waste Collection

Copyright © 2024 Fiera Milano Congressi SpA
 Direzione e coordinamento di Fiera Milano SpA
 P.le Carlo Magno 1, 20149 Milano - Italy
 Cap. Soc. € 2.000.000 i.v. - Socio Unico
 Registro Imprese C.F. e P.I. 11292010151
 R.E.A. 1452160 - [Privacy](#) - [Cookies](#)

Access to online Allianz MiCo Webshop

Each exhibitor will receive the log-in details via e-mail from Allianz MiCo in the course of January 2025 or within 2 weeks after receipt of your official exhibit space booking confirmation from Rose International. In case of any issues with your log in please contact Allianz MiCo at **ESHG2025@fieramilanocongressi.it**.

NOTES:

1. Go to: <https://es.fieramilanocongressi.it/>
2. Enter user name and password (you have received this from email address **ESHG2025@fieramilanocongressi.it**)
3. At the first log in, you will need to complete the invoicing and contact details. Note: when placing an order you will be able to add an alternative invoicing address.
4. You will receive 1 log in as exhibitor. In case somebody else needs to place an order, please share your log in.

Payment & Cancellation Procedures

1. To finalize your order, please enter your shopping cart. On this page you can modify and/or delete your order. Click NEXT to proceed. Here you can choose your payment method: 1. Online with credit card OR 2. Via bank transfer
2. In case of credit card payment, you will receive the order confirmation and invoice at the same time per email. In case of payment via bank transfer, you will first receive the order confirmation and 5 days after payment you will receive the invoice. In case the invoice is needed for payment via bank transfer, please contact Allianz MiCo via the following email address: **ESHG2025@fieramilanocongressi.it**
Note: all bank costs are for account of the exhibitor, so please instruct your bank accordingly.
3. If invoices must be changed on request of the exhibitor, Allianz MiCo charges no administration fee.
4. Cancellations received after 6 May 2025 are not entitled to any refund.
5. No surcharges apply for orders placed before 2 May 2025.
6. Orders placed between 2 and 20 May are subject to a surcharge of 30%, where orders received from 21 May and on-site are subject to a surcharge of 50%.

Delivery of the services to the stand by Allianz MiCo

Furniture will be placed in your stand before you arrive on Friday 23 May. AV will be delivered on Friday 23 May (note: the remote access will be delivered in person on Friday 23 May).

For the delivery of computers you can select a time on Friday 23 May, when you order online. And flower arrangements will be delivered on Friday 25 May.

For questions or services not delivered, please come to the Exhibition Service Desk, located near the entrance of Hall 4.

Stand Catering

Contact Details Capital Catering



Name Compass Group Italy
 E-mail exhibitor.mico@compass-group.it
 Order on-line <https://es.fieramilanocongressi.it/>

ORDER BEFORE 2 May 2025

After 1 May please email exhibitor.mico@compass-group.it for any request.

Do NOT place any orders through the Allianz MiCo portal after 1 May 2025

For ordering Stand Catering please go to the Allianz MiCo webshop: <https://es.fieramilanocongressi.it/>

EXHIBITOR SERVICES

HOME ORDERS DELIVERIES CLAIMS INVOICING DATA USEFUL DOCUMENTS CONTACTS

For items not listed please contact ESHG2025@fieramilanocongressi.it

Build-up and break down Opening Times, Official Freight Forwarder, Safety Responsible, Vehicle Passes, Staff Name Badges	Audiovisuals Deadline: May 2, 2025 LCD Monitor, Audio, Ledwall - Videowall & More	Catering Services Deadline: May 2, 2025 Breakfast, Lunch, Non Alcoholic Drinks, Coffee and Tea, Water Cooler, Additional Catering Items, Custom Catering Service
Computers and Peripherals Deadline: May 2, 2025 Technical Assistance, Equipment Rental	Custom Services	Digital Printing Services Deadline: May 2, 2025
Fire Extinguisher Deadline: May 2, 2025	Flowers & Plants Deadline: May 2, 2025	Furniture Deadline: May 2, 2025 Chairs & Stools, Armchairs & Sofas, Tables, Reception Desks, Accessories, Shell scheme optionals
Internet Connections Deadline: May 2, 2025	Temporary Staff Deadline: May 2, 2025 Security Services, Hostess & Steward	Waste Collection

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NOTE: It is not allowed to serve drinks and food on your stand, or anywhere else in the Allianz MiCo, unless these are ordered from Compass Group (official catering company of Allianz MiCo). Exceptionally this year, it is allowed though to bring your own food and drinks to the stand. Note: all catering orders need to go through Compass Group.

Cancellation Procedures:

1. Orders through Allianz MiCo portal

Till 21 May 2025, all orders placed through the Allianz MiCo portal (so not special orders through email) can be cancelled free of charge

After 21 May 2025 and on-site: 100% cancellation fee will be charged and is payable.

2. Custom orders:

Till 15 May 2025, all custom orders can be cancelled free of charge

After 15 May 2025 and on-site: 100% cancellation fee will be charged and is payable.

Lead Retrieval**Contact Details CTI Meeting Technology**

Name	CTI MEETING TECHNOLOGY
Contact	Tamara Dworschak
E-mail	leadsystem@ctimeetingtech.com

The CTI Meeting Technology Lead System is a state-of-the-art, fast and easy system for companies/societies to record contact information. The Lead technology runs on apps and uses a high quality bar code scanner included in a mobile device.

Important notes:

- Please note that ESHG 2025 on-site delegates may refuse to have their badge scanned. If fully registered delegates give consent to have their badge scanned, the following information is transferred: First name, last name, institute, country of residence and email address.
- CTI is the official provider for badge scanner rentals. External badge scanners are only allowed in the exhibition area after purchasing an API integration, but not for corporate sessions.
- CTI offers two different systems: One is used for the sole purpose of exhibition scanning (EventLead) and one for corporate session scanning (EventTrack) only.

1. EventLead (Exhibition Scanning)

Rent pre-installed devices equipped with the barcode scanner. The exhibitors configuration, product information and custom qualifiers (if used) are preloaded upon collection onsite.

By simply scanning a visitor's badge with the device, the contact is entered into the exhibitor's visitor database, including custom qualifiers (e.g. products, ratings, follow up actions, GDPR statements...) and added comments. The data is permanently synchronized with the server and can be exported as an MS Excel file through an online platform.

Eventlead Features:

- Configure custom qualifiers before the congress through an online portal.
- Immediate access to visitors contact information (first name, last name, institute, country and email address) by scanning their badge.
- Complete missing contact information on the spot, take notes and automate follow-up activities.
- No Wifi needed for the actual scanning process onsite.
- If Wifi is available, data is synchronized continuously.
- Download all data into an Excel file.

EventLead Benefits:

- User-friendly, light and easy.
- The scanners allow companies/societies to be mobile within their reception areas.
- Web-based interface to set up products and services with control panel to access visitors data.
- On- or off-line scanning is possible.
- Scanned data is synched to the server on scheduled intervals.
- Data is available as soon as the synchronization is finished.

**2. EventTrack (Corporate Session Scanning)****EventTrack Information:**

- Quick scan mode for scanning delegates in a very short timeframe at corporate sessions.
- Badge scanners will be handled by well-trained CTI hostesses (staff is included in the rental fee).
- The rental period is limited to a maximum of 3 consecutive hours (especially foreseen for a corporate session).
- The door checkers will meet the companies' representative in front of the session room 30 minutes prior to the official start of the corporate session (no need for you to collect the badge scanners directly).
- Scan results will be emailed in a password protected Excel file to the companies' representative within 48 hours after the session.

Continued on next page.

Note: The included hostesses are assigned by CTI and their role can not be modified. Companies are not allowed to assign other tasks.

Costs

- The following standard prices are available for exhibitors:
 - € 499,00 net for booth scanners (for the duration of the exhibition)
 - € 399,00 net per scanner for Corporate Session scanning (maximum rental period of 3 hours, hostesses are included in this fee)
- These costs are per rented device including the required software systems, staff (Corporate Session scanning only) and an unlimited number of scans.
- Post-deadline higher fees are applicable.
- All billing is carried out in advance by CTI Meeting Technology. Payment can be made with Visa, MasterCard & Amex credit cards, or by bank wire transfer.
- Lead systems are rented according to CTI Meeting Technology General Terms & Conditions.
- The cost of lost, damaged or not completely returned hardware will be charged with € 1.100,00 per scanner, € 50,00 per charging cable and € 50,00 per plug.



Additional Information: “Bring your own device” (for exhibition use only!)

Instead of renting the hardware including the pre-installed app, exhibitors can alternatively use their mobile phones to capture leads. Please note: Our app runs on Android and iOS systems (but not on newer Huawei devices!). Our EventLead application has to be downloaded pre-show via <https://portal.eventscan.eu/appdownloads/> for Android operating systems or in the Apple store for iOS devices. To activate the app, a code will have to be purchased via the standard Lead Retrieval order form.

The fee per activation code is € 425,00. **Each code can be used one time only** and is valid for the duration of the exhibition. Support prior, during and after the congress/exhibition is included.

Additional Information: Webservice/API (for exhibition use only!)

ESHG badges will be equipped with a QR code (contains the individual person ID only) to collect data. This will allow companies/societies attending the ESHG congress to bring and use their own devices.

Structure: <https://portal.eventscan.eu/User/lead/ExternalLinkManual.aspx>

After receipt of an official order access to a link generator, configuration code, security token and some sample badges for testing purposes will be provided.

- **Cost/ Webservice (external devices)**
The following standard prices are available:
 - € 825,00 net for Webservice Set Up + € 1,45 per set of data before April 25, 2025
 - € 970,00 net for Webservice Set Up + € 1,75 per set of data after April 25, 2025

Administrative Procedure

1. **Order**
Please order the required number of scanners as soon as possible, in order to guarantee the availability as well as the early-bird rate prior to the deadline (April 25, 2025).
2. **Order confirmation**
After receipt of your order, we will confirm the receipt, invoice and charge the amount due.
3. **Configuration of products and services**
Set up of products and services before the exhibition through an online portal. Log In details will be sent two weeks prior to the conference.
4. **Lead capture**
Pick up your scanner onsite at the lead retrieval service desk. Our staff will be available to answer your questions during the following preliminary opening hours (final opening hours will come beginning of May):
 Friday 23 May 08.00 – 18.00 hrs
 Saturday 24 May 08.30 – 19.00 hrs
 Sunday 25 May 09.00 – 17.30 hrs
 Monday 26 May 09.00 – 18.00 hrs
 Scanned data is synchronized to the server automatically on scheduled intervals.

Continued on next page.

5. **Data provision**

After synchronization with the database you can access, check, print or download your collected data from the online database. You may add relevant information during sales conversations, since not all delegates will provide their complete contact information during the registration process.

Terms and Conditions

1. **GDPR:** Using this service will imply processing of personal data, e.g. when scanning the visitor badges. Note, that any processing of personal data must be in line with GDPR and other applicable data protection laws. By using our service you acknowledge your role as data controller. You are therefore responsible for, and must be able to demonstrate compliance with, the principles relating to processing of personal data (which includes having a legal ground for processing). Please note, that visitors can object being scanned without negative consequence.
2. **Data:** Download of the data via the online database (print out of the list or download of an MS-Excel file). Since not all delegates will provide the registration department with the complete contact information, we cannot guarantee the accuracy of the data.
3. **Services included:** Quotes are per scanning device, software and an unlimited number of scans.
4. **Scanning:** Scanning is only allowed on the booth or during a corporate session unless otherwise agreed by the organizer.
5. **Invoicing:** Invoices for the total purchase amount are sent out after receipt of order. Payment can be made via Visa, MasterCard and Amex credit cards or via bank transfer.
6. **Payment term:** Invoices must be settled within two weeks after receipt, net without any obligations to CTI Meeting Technology. Devices cannot be handed out onsite unless CTI Meeting Technology received full payment. All payments made by credit card will have an additional 5% processing fee, added to the invoice and charged at the time of processing.
7. **Order deadline:** After the ordering deadline, CTI Meeting Technology does not accept orders automatically but will confirm acceptance separately. For orders after the deadline, a surcharge is applicable.
8. **Cancellation:** All orders cancelled prior to 30 days of the conference will incur a € 100,00 cancellation fee. Orders cancelled within 30 days of the conference will not be refunded.
9. **General Terms and Conditions:** This business is covered by the General Terms and Conditions of the CTI Meeting Technology GmbH.

ORDER FORM

Company / Booth

Contact person

Email

Bill To-AddressMobile (Onsite
Contact)

VAT Number

SCANNERS

	Orders before April 25	Orders after April 25	Units total	€ Total
Booth Scanner	€ 499,00 net	€ 650,00 net		
Corporate Session Scan System incl. Staff *	€ 399,00 net	€ 550,00 net		
Special Offer **	€ 1.149,00 net	€ 1.500,00 net		

*Scanner incl. staff (max. 3 hours rental period) ** Special offer: 1 booth scanner + 2 Corporate Session scanners incl. scan staff

APP ONLY

	Orders before April 25	Orders after April 25	Units total	€ Total
EventLead App (bring your own device)	€ 425,00 net	€ 575,00 net		

WEBSERVICE

	Orders before April 25	Orders after April 25	Units total	€ Total
Webservice (with your own device)	€ 825,00/ € 1,45 net*	€ 970,00/ € 1,75 net*		

* per scanned lead

SCAN OPTION

Corporate Sessions: Please inform us about the session number(s) of your Corporate Session(s) and units required per slot:

Date	Time	Session n°	Room	Units/ symposium

PAYMENT

☐ **Credit Card:** ☐ VISA ☐ MASTER CARD ☐ AMEX

Number

Exp. Date

Name

Code*

*For Visa, MasterCard the card code is the last 3 digit number located on the back of your card on or above your signature line. For an American Express card, it is the 4 digits on the FRONT above the end of your card number.

NOTE: All payments made by credit card will be assessed a 5 % processing fee, added to the invoice and charged at the time of processing.

☐ **Bank Transfer:**

IBAN: AT 4432 000 000 08111304 / Swift: RLNWATWW

GDPR

Using this service will imply processing of personal data, e.g. when scanning the visitor badges. Note, that any processing of personal data must be in line with GDPR and other applicable data protection laws. By using our service you acknowledge your role as data controller. You are therefore responsible for, and must be able to demonstrate compliance with, the principles relating to processing of personal data (which includes having a legal ground for processing). Please note, that visitors can object being scanned without negative consequence.

I acknowledge that scanning and the subsequent processing of personal data must be in line with GDPR and other applicable data protection laws. I acknowledge my role as data controller and are therefore responsible for, and be able to demonstrate compliance with, the principles relating to processing of personal data.

Herewith, I confirm the order of the mentioned number of scanners and accept the General Terms and Conditions incl. cancellation regulations:

Signature

Date of Signature

Please return the signed form to: +43 1 319 69 99 33 or leadsystem@ctimeetingtech.com.

RULES & REGULATIONS ROSE INTERNATIONAL

General

- By completing and signing the Exhibit Application Form, the exhibitor declared her/himself legally bound by the General Conditions of Rose International. These General Conditions can be found on pages 50-51.

Sharing a Stand and Co-exhibitor (local distributor/agent)

- Exhibitors are not permitted to share any stand space allotted to them with other companies or organisations without prior written consent from Rose International
- Exhibitors who wish to share their stand with a local distributor/agent, please contact Rose International.

Damage to Building and Rented Materials & Equipment

- Exhibitors are liable for any damage caused by themselves, or by a third party commissioned by them, to any parts of the congress centre, inside and outside (e.g. walls, floors, doors, lifts, pillars, ornaments etc.), and rented materials (e.g. standard stand construction) and equipment (furniture, media equipment etc.) during build-up, operation and dismantling of their stands, or at any other time.
- Repairs or replacement resulting from the disregard of this regulation will be at the sole expense of the exhibitor. This includes any adhesive tape which may remain behind on the floor of the exhibition hall, and/or on walls of the standard stand construction, or e.g. on rented furniture, after dismantling.

Fixing Posters to Stand Walls

- The use of adhesive tape is allowed to fix posters to the walls of the standard stand construction. All tape and glue marks must be removed by exhibitors without damaging the walls during dismantling. If tape or marks are left on the walls or if the walls are damaged, the exhibitor will be invoiced for removal or replacement costs.

Suspensions

- It is strictly forbidden to attach any suspensions, signage or whatever to (technical) provisions or structures of the venue, e.g. cables, sprinkler systems, ventilation and smoke removal ducts etc. All suspensions need approval of Rose International and of the venue, so contact Rose International at an early stage for any suspensions you may want to plan in your stand.

Storage of Empties & Spare Materials

- It is not allowed to keep or store empties, boxes (with spare materials) etc. in open space on the stand. Neither is it allowed to leave these anywhere else in the building.
- Order a storage unit in the stand (via on-line portal of A-Booth, see instructions on page 35) and/or use the storage services of the official freight forwarding agent (see page 22).

Literature & Give Aways

- Literature on display and promotional give-away items shall be limited to reasonable quantities. Reserve supplies shall be kept in closed containers and stored in a neat and compact manner (remember to order a storage area on your stand).
- Giveaways that produce large amounts of waste or environmentally harmful waste, such as non-returnable beverage packages, products with batteries or accumulators, are prohibited.
- Distribution of literature and give aways is not permitted outside of the exhibitor's stand. It is however allowed to display exhibitors literature, in small quantities, on the Free Literature table, in the exhibition area. Note: ESHG 2025 will be a green meeting.

Flooring in Stands

- Flooring in stands is mandatory (carpet, wooden floor etc.). Carpet is included in the package of standard stand construction.
- If you build your own stand, include flooring description in the design.
- If you wish to order carpet for your design stand please contact Rose International.

Fire extinguishers in Stands

- Fire extinguishers are **mandatory** for all stands > 50m² (these can be ordered in the Allianz MiCo webshop).

Waste during Build-up and Dismantling

- Exhibitors, their stand contractors and suppliers are obliged to dispose their own waste. Any waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.

For exhibitors with a standard stand construction green containers will be available during build-up and breakdown for waste disposal (paper and plastic) in the exhibition hall. Stand contractors who are building a **Design stand** will need to order their own waste disposal via the Allianz MiCo webshop, see page 37. Or take out

the waste themselves. In case an exhibitor leaves any waste in their stand or anywhere else in the exhibition hall, the costs for removal will be charged directly to the exhibitor.

Sound, Lighting & Special Effects

- Written consent is required from Rose International for the use of audio, video and lighting equipment, live music and performances on the stand.
- “Special effects” lighting, smoke machines and laser projection may not be used in the stands, as they are disruptive for neighbouring stands.
- Provided that permission is obtained for sound equipment in the stand, the sound must be regulated and directed into the booth so that it does not disturb neighbouring exhibits and their visitors.
- In case you plan (scheduled) presentations on the stand with sound amplification, make sure to get permission from Rose International before making any arrangements.

Goods not Allowed

The following materials, equipment, goods are not permitted:

- Easily inflammable or explosive substances, gases and dangerous goods, including radioactive and chemical substances. In particular, Ethylene oxide, carbon disulphide, sulphuric ether and acetone.
- Goods or appliances which cause a nuisance by virtue of smell, sound, light or in any other way.
- Balloons inflated with flammable or toxic gas, celluloid items, any types of heating devices, goods not listed in the application form submitted by the exhibitor.
- The organiser and/or the congress centre reserve the right to remove any dangerous goods or unhealthy equipment which releases disagreeable, harmful or disturbing odours, as well as installations likely to detract from the general appearance.

Demonstrations & Promotional Activities

- All demonstrations, interviews etc. must be confined to the limits of the exhibit space.
- Do not place a demonstration area or device on the aisle lines of your stand.
- Leave space within your own exhibition space to absorb the visitors.
- Due to a EU Directive, the FSA-codex as well as the pharma codes, it is forbidden to advertise (show, offer or present) any prescription drugs at ESHG.
- Rose International reserves the right to determine at what point promotional activities interfere with the interests of other exhibitors and/or the visitors, and therefore must be discontinued.
- The ESHG will not allow any DTC tests to be performed at the conference venue, as the ESHG does not wish to give the impression it would endorse any of these tests.

Payment Policy

- Payment for products/services ordered should be settled directly with Rose International or the relevant (official) supplier as applicable. All payments should be settled before the start of the build-up period, taking into consideration the payment date as stated on the individual invoices. Not complying with this regulation will cause delay in your build-up procedures, because Rose International does not allow move-in of exhibits until all financial obligations have been fulfilled.
- If payment on-site cannot be avoided, then make sure that, at the beginning of the build-up, a member of your crew is authorised to take care of the payment (cash or credit card). All on-site orders should be paid with credit card.
- Exhibitors remain solely responsible for all payments towards Rose International and/or suppliers. Also if these products/services were ordered by a 3rd party in name of the exhibitors (e.g. stand builder). If the 3rd party does not take care of the timely payment, the exhibitor will be held responsible for payment.

Insurance Policy

- Rose International cannot accept any liability for damage, loss, theft, disappearance or injury of anything or anybody due to any cause. The exhibitor and the contractors he may employ are obliged to take out insurance against third party risks before the start of the exhibition. The costs of these insurances are for the exhibitor's account.

Instructions

- Exhibitors are obliged to follow the instructions given by or on behalf of the organisers regarding build-up procedures, safety and general appearance of the exhibition, advertising, goods or objects on display, decoration and dismantling procedures.

Green meeting

The goal of the ESHG Board is to organise the ESHG conference in an environmentally sound manner. This includes higher energy efficiency, waste avoidance and environmentally benign travel of participants to the conference. Aspects of regional added value and social responsibility are also taken into account. Exhibitors and sponsors are requested to support these efforts.

The exhibitor agrees to comply with the following rules:

I. Catering – Stand catering:

Catering must be arranged solely with the exclusive caterer of the conference and is at the exhibitor's own expense. Please consider not using disposable tableware (tumblers, plates, cutlery etc.). Drinks should be served from reusable packs or bulk packs.

II. Waste disposal

Waste at the stand must be separated and disposed according to the requirements covering the waste management scheme of the event. Waste management will be executed by the venue according to that scheme. Please note that there will be a recycling station in the exhibition hall, where you can separate the waste into the different waste streams (dry mixed recycling, card board and general waste).

III. Giveaways

Giveaways that produce large amounts of waste or environmentally harmful waste, such as non-returnable beverage packages, products with batteries or accumulators, are prohibited.

IV. Printed materials

Refrain from mass production of printed materials solely for this conference (e.g. flyers, brochures) and consider electronic information sharing (e.g. QR codes). Use 100% recycled paper or at least totally chlorine-free bleached paper (TCF) for the necessary printed matters.

V. Miscellaneous

The materials which are used by the exhibitor and for which the exhibitor is responsible (racks, roll-ups, decoration, maybe floor covering) must be reusable and are reused.

Allianz MiCo Regulations

The Allianz MiCo Regulations are also part of the rules and regulations for exhibitors. You can download the the Allianz MiCo Regulations here:

https://www.micomilano.it/Sites/MiCo/Download/PDF/Technical_Regulations_MiCo_english_rev2_2023.pdf

In all those cases not foreseen by these Rules & Regulations and/or by the General Conditions of Rose International, Rose International shall decide.

ADDITIONAL REGULATIONS & INSTRUCTIONS FOR DESIGN STANDS

Exhibitors building their own stand must comply with the following **additional** regulations & instructions:

- Design stands (exhibitors building their own stand) need the approval of Rose International and Allianz MiCo. Therefore Rose International needs to be informed if exhibitors use the package of standard stand construction, or build their own stand, before **1 April 2025**. Use **Form 2b**, page 32. Deadline for the design and technical drawings is **1 April 2025**.
- Stand walls should be finished on both sides; it is not allowed to use the walls of neighbouring stands.
- The sight on/of neighbouring stands may not be hindered. The overriding principle for the design of all stands is transparency. All open sides of the stand must be freely accessible; this means that at least 80% of aisle sides must remain open and may not be closed or obstructed by e.g. walls.
- The building height of the stand (walls) should be 2.50 m exactly, measured from the floor of the hall (not measured from a raised floor!); permission to build higher is required from Rose International.
- Stands with a platform/raised floor higher than 2 cm, on which visitors are permitted, must have an 0.80 m wide access ramp with a slope of 2 - 8%. The ramp must be integrated in the stand design within the allotted floor space.
- The layout of a stand may not hide the general safety signs indicating the location of (emergency) exits. Fire extinguisher and related material may not be hidden or obstructed. This includes fire hose cabinets, glass breaking instruments and emergency (wall) phones.
- White lettering on a green background is strictly forbidden; it is reserved for general safety signs.
- Flooring in stands is mandatory (carpet, wooden floor etc.); use only removable tape; leave no tape behind after dismantling and ensure to leave the exhibition floor without any pieces or traces of tape. Do not forget to include the flooring in your design.
- Stand lights are compulsory.
- Each exhibitor receives a basic electricity connection of 1.5 kW + 2 sockets + consumption as part of their exhibit space package. See page 35 for how to order more power.
Note: Exhibitors **who install (additional) electrical systems** themselves or make use of a Non-Italian Company must seek the co-operation of a qualified Italian Company at their own expense or will need to order an onsite Electricity Inspection (via online portal of A-Booth).
- Objects in a stand which are higher than 2.50 m should be placed at a minimum distance of 0.75 m inward from the stand front, side and back lines or walls; for objects higher than 2.50 m permission is required from Rose International.
- **Allianz Mico will check all design stands to see if they need a structure certification** due to the fact of having a complex structure with a height and/or a horizontal and/or vertical length **over 4 meters (article 3.2.5.8 of the Allianz MiCo Regulations)**. **We will inform you in case this certificate is needed.** This certificate can be ordered through the Allianz MiCo Webshop (costs are at the expense of the exhibitor). Note: the overall technical design first needs to be approved by both Rose International and Allianz MiCo before ordering this certification.
- Design stands need to take care of the **SICU form** (can be downloaded on the Allianz MiCo Webshop, section Useful documents): Page 1 and attachment A need to be submitted together with the stand design (deadline 1 April 2025). Attachment B (Correct Installation Declaration) and C must be handed over on-site to the Allianz MiCo Service Desk before Friday 23 May 17.00 hrs.
- All Design stands need to have the DUVRI (Risk Assessment of Interference Document) available at the stand during build up and exhibition days. In case you would like to receive an example template of the DUVRI please contact Flora: fvanlaer@rose-international.com
- Suspension/rigging is possible in most areas of the halls considering, but build-up time is limited and permission is required from Rose International for any suspensions/rigging; all costs involved are for the exhibitor; contact Rose International well **before 1 April 2025** for approval of your suspensions. Do not forget to include the suspensions in your design (technical drawings). The rigging height is set to 400cm.
- **No sawing and painting allowed in the exhibition hall**; bring ready-made materials. This is, in the first place, to ensure that aisles, surrounding stands and carpet in poster and catering areas (already in place during build-

up!) are kept clean. Secondly, build-up time is **very limited** and all **building/construction works should be finished on Thursday 22 May before 19.00 hrs.**

No construction works whatsoever will be allowed on Friday 23 May, and all construction materials, tools, packaging etc. must be taken out of the exhibition hall before 19.00 hrs on Thursday 22 May.

PPE is mandatory for all staff working in the Exhibition Hall on Thursday 22 May

- For build-up and dismantling schedules: see pages 14 – 15. Remember to **agree, in writing**, with Rose International, on your construction works on Thursday 22 May 2025.
- Please pay attention to all the rules set out in the Allianz MiCo Regulations document, since they are also part of the rules and regulations for exhibitors. They can be downloaded here:
https://www.micomilano.it/Sites/MiCo/Download/PDF/Technical_Regulations_MiCo_english_rev2_2023.pdf

ROSE INTERNATIONAL GENERAL CONDITIONS

These General Conditions apply to all offers, quotations and invitations from ROSE INTERNATIONAL, Exhibition Management & Congress Consultancy bv (KvK Den Haag 27152295), van Imhoffstraat 20, P.O. Box 93260, 2509 AG The Hague, the Netherlands ("ROSE INTERNATIONAL"), to exhibit and/or to sponsor, to all applications submitted by a company who is interested in exhibiting at and/or sponsoring an Event organised by ROSE INTERNATIONAL (the "Company") and to all agreements concluded between ROSE INTERNATIONAL and the Company.

The Events organised by ROSE INTERNATIONAL, hereinafter referred to in these General Conditions as the "Event", form an integral part of an international or national Conference being held anywhere in the world. The relevant Conference is hereinafter referred to in these General Conditions as the "Conference".

1. APPLICATION TO EXHIBIT AND/OR SPONSOR AND CONCLUSION OF AGREEMENTS

- 1.1. All offers, quotations and invitations to exhibit at and/or sponsor an Event organized by ROSE INTERNATIONAL, whether verbal or in writing, do not entail any obligation for ROSE INTERNATIONAL and do not bind it.
- 1.2. An agreement between ROSE INTERNATIONAL and the Company (the "Agreement") is concluded if, and as soon as, the Company has submitted a fully completed and signed application form, as included in ROSE INTERNATIONAL's invitation to exhibit at and/or sponsor the relevant Event.
- 1.3. By completing and signing the application form, the Company also declares itself to be familiar with and to adhere to the objectives of the Conference of which the Event is an integral part.
- 1.4. The person who signs the application form is considered to have full authority to do so on behalf of the Company. The Company cannot appeal to ROSE INTERNATIONAL on grounds of any lack of authority on the part of the signatory or on the ground that the application form was not fully completed or contains errors.
- 1.5. ROSE INTERNATIONAL has the authority to one-sidedly amend the original floor plan and will do so – amongst others – when not all stand locations have been sold or in case the venue has dictated new conditions with regard to for example width of aisles.

2. EXHIBITORS MANUAL & STAND DESIGN

- 2.1. In good time before the start of the Event, the Company will be sent the relevant "Exhibitors Manual," covering technical details, time schedules, services, rules & regulations and other important information in regards of the Event for which the Company has registered. The provisions contained in the Exhibitors Manual, together with these General Conditions, form part of the Agreement between the parties. Should the General Conditions and the Exhibitors Manual be inconsistent in any given case, the provisions in the Exhibitors Manual will prevail.
- 2.2. If applicable, a design for the stand of the Company, in the form of a clear scaled drawing with measurements in cm, should be submitted to ROSE INTERNATIONAL prior to the date stated in this regard in the Exhibitors Manual. The design must meet the requirements in regards of design stands as per the Exhibitors Manual.

3. OBLIGATIONS OF THE COMPANY IN RESPECT OF THE STAND

- 3.1. The Company is obliged to comply with the instructions given by, or on behalf of, ROSE INTERNATIONAL, the fire service, officials of the venue where the Event is held and other authorities.
- 3.2. The Company is responsible for the maintenance of order and safety regarding the construction, layout and design of its stand, advertising on its stand, the products or objects to be exhibited as well as decorations to the stand.
- 3.3. The Company is obliged to observe the schedules set out in the Exhibitors Manual for the construction and dismantling of his stand, as well as the schedule for the days on which its stand will be open to Conference participants.
- 3.4. The Company is obliged to ensure that the stand is permanently staffed during the exhibition opening hours as per the schedule in the Exhibitor Manual.
- 3.5. The Company is not permitted to make all or part of the stand he has been allocated available to third parties. Exceptions to this rule can be made for co-exhibitors if the co-exhibitor application has been approved in advance in writing by ROSE INTERNATIONAL. The Company will be held responsible for his co-exhibitor staff in regards of compliance with these General Conditions and all stipulations in the Exhibitors Manual.
- 3.6. The presentation of products, services, advertising material etc. by the Company may only take place within the allocated stand space.
- 3.7. The use of light, flammable materials, the use of fire and the use of heaters in or on the stand is permitted only with ROSE INTERNATIONAL's prior written consent, in accordance with the fire regulations of the Conference venue. The Exhibitors Manual may provide additional requirements with respect to permitted materials, which must be adhered to by the Company.
- 3.8. No use may be made of amplification equipment on the stand to e.g. attract the attention of the Conference participants, for presentations on the stand etc. ROSE INTERNATIONAL's prior written permission is required for exemption from this rule.
- 3.9. The provision of refreshments on the stand is only permitted if the catering regulations of the venue of the Conference are observed.

- 3.10. After dismantling of the stand at the end of the exhibition, the Company is obliged to leave the stand space made available to him in its original condition. If ROSE INTERNATIONAL or the venue, in its discretion, considers it necessary to take steps to restore it to its original state, the costs incurred will be borne by the Company.

4. OBLIGATIONS OF THE COMPANY IN RESPECT OF PRODUCTS

- 4.1. The Company may only promote, demonstrate, or show products and services on the stand as specified on the exhibit application form, as referred to in section 1.2.
- 4.2. Products and services promoted at the Event, must be of professional interest to the Conference participants.
5. HOSPITALITY ROOMS
- 5.1. Companies exhibiting at and/or sponsoring the Event have the exclusive right to reserve one of the hospitality rooms made available by ROSE INTERNATIONAL.
- 5.2. If the Company cancels its exhibit space and/or sponsoring of the Event in accordance with section 7, the reservation of a Hospitality Room will be automatically cancelled as well. Confirmed fees for hospitality rooms remain payable in full under all circumstances (see section 7.2).
- 5.3. The Company is not allowed to make room reservations directly with the venue, for whatever purposes.

6. PAYMENT AND INVOICING

- 6.1. Payment is to be made in accordance with the conditions of payment as per the application form and the invitation to exhibit and/or sponsor, as referred to in section 1.2. Payment must be made without any discount, deduction or offset.
- 6.2. Bank charges on payments, both sender's and receiver's charges, will under all circumstances be for account of the Company. The same rule applies if a refund is being made due to cancellation for any reason, reduction of exhibit space or other reason, e.g. excess payment made by the Company.
- 6.3. If the Company fails to pay an invoice on time or in full, it is in default immediately without any notice of default being required and statutory commercial interest (article 6:119a Dutch Civil Code) will be charged to the Company. Moreover, the Company is liable for any legal and non-legal expenses ROSE INTERNATIONAL may incur in the collection of these sums.
- 6.4. Invoices will be addressed according to the invoicing details provided by the Company on the application form. If the Company requests a change of e.g. invoicing address or other detail, an administration fee will be charged to the Company. The amount of the administration fee will be announced in the Invitation and/or Sponsor Programme or equivalent.
- 6.5. Complaints concerning an invoice must be made in writing and must be received by ROSE INTERNATIONAL within 14 days after the invoice date. After this term has expired, the Company is deemed to have accepted the invoice. A complaint as referred to in this subparagraph does not suspend the Company's payment obligation. In the event the complaint is justified, ROSE INTERNATIONAL will, if applicable, credit the relevant amount to the Company.

7. CANCELLATION AND CHANGES

- 7.1. If (i) an agreed sponsor item is not available, (ii) the stand space does not fulfil the requirements as indicated on the application form and/or (iii) none of the preferred stand locations as indicated by the Company on the application form is available, ROSE INTERNATIONAL and the Company will consult with each other to find a solution satisfactory to both parties. If no such solution is found (to be determined at the discretion of each party), both parties have the right to immediately cancel the Agreement and the Company's participation in the Event by written notice without any party being liable in any way to the other party for any loss, damage, costs and interest. Any payments already made to ROSE INTERNATIONAL, will be refunded to the Company.
- 7.2. The Company may request in writing full or partial cancellation of his stand space or sponsoring item(s). Only cancellations confirmed by ROSE INTERNATIONAL in writing will be accepted and the following cancellation fees will apply to the cancelled space (m²) and/or sponsoring item(s):
 - If the cancellation takes place at least 180 calendar days before the first Event day, 50% of the confirmed fees is payable by the Company.
 - If the cancellation takes place between 120 and 180 calendar days before the first Event day, 75% of the confirmed fees is payable by the Company.
 - If the cancellation takes place within 120 calendar days before the first Event day, the confirmed fees are payable in full by the Company.
 - Above cancellation fees do not apply to corporate satellite room rental and AV package fees, and hospitality room rentals. These fees remain payable in full. Services ordered by the Company directly from the venue for the stand, a corporate satellite or hospitality room are subject to the cancellation policy of the venue.
- 7.3. Changes of dates, times, location or concept of the Event and/or the Conference, or changes of the stand space allocated to the Company, the design and size of the Company's stand, the Company's stand location or sponsorship items may be dictated by the Board of the Society/Association under whose umbrella the Conference is being organised. ROSE INTERNATIONAL will communicate such changes to the Company. The Company must adhere to the changes and is not entitled to terminate the Agreement, to cancel his participation in the Event or to any other (legal) rights (such as a right to claim damages). Agreed fees remain payable in full.

- 7.4. If a Company has not taken up the allocated stand space in due time as indicated in the Exhibitors Manual or if it is clear prior to this time that the Company will not be taking up his stand space, this space may be made available by ROSE INTERNATIONAL to other companies without notice. In such cases, the agreed fees remain payable in full and the Company is not entitled to any legal right, including any right to claim compensation of any kind.
- 8. TERMINATION**
- 8.1. If and as soon as:
- the Company fails to meet one or more of its obligations under these General Conditions (including, without limitation, the obligations set out in section 3, 4 and 12) or any agreement with ROSE INTERNATIONAL (including any payment obligations), in time, in full, properly or at all;
 - a force majeure situation, as set out in section 11.1, occurs; or
 - the Company is declared bankrupt, requests or obtains a moratorium or a suspension of payment or otherwise loses or has lost his capacity to dispose of (parts of) his property or the Company (partly) ceases to continue its business,
- ROSE INTERNATIONAL will be entitled to immediately terminate (in Dutch: *opzeggen*) the Agreement in full or in part (at its discretion) by way of a written notification, without any prior notice of default or any court intervention being required and without being liable in any way to the Company for any loss, damage, costs and interest and notwithstanding any legal right of ROSE INTERNATIONAL, such as its right to claim full compensation of damage.
- 8.2. The right of the Company to dissolve (in Dutch: *ontbinden*) the Agreement pursuant to article 6:265 Dutch Civil Code is excluded.
- 9. REMOVAL OF COMPANY AND ITS STAND FROM THE VENUE**
- 9.1. During the Event and the Conference, at ROSE INTERNATIONAL's first demand, the Company is obliged to comply with the obligations resting with him under these General Conditions (in particular, but not limited to, section 3 and 4) or any agreement with ROSE INTERNATIONAL, as well as with the instructions of ROSE INTERNATIONAL or officials responsible for the maintenance of order and safety of the Event and/or the Conference. If the Company does not comply with any of said demands or instructions (to be determined at the discretion of ROSE INTERNATIONAL) or if ROSE INTERNATIONAL terminates the Agreement in accordance with section 8.1, ROSE INTERNATIONAL may demand that the Company closes his stand and/or terminates his sponsoring activity within an hour and leaves the venue where the Event is held. The Company is excluded from taking part in and attending the Event for the entire remainder of its duration. The Company is obliged to pay any and all costs in connection with the removal of the Company and its staff from the venue and with bringing the stand space made available to the Company back in its original condition, notwithstanding any other (legal) right of ROSE INTERNATIONAL, such as its right to claim full compensation of damage. The Company may not claim a refund for the period during which he is not allowed to participate in the Event, nor can he make any claim for compensation of damage.
- 9.2. In case the Company has not removed his stand and/or exhibits at the end of the exhibition break-down schedule in accordance with these General Conditions and/or the Exhibition Manual, ROSE INTERNATIONAL is entitled to dismantle the stand, bring the stand space made available to the Company back in its original condition and to have the stand and the Company's properties stored at the Company's expense. ROSE INTERNATIONAL may retain these properties as security for all fees payable by the Company to ROSE INTERNATIONAL or to its suppliers as a result of the Company's failure to comply with his obligations until the moment the Company has fully fulfilled its financial obligations towards ROSE INTERNATIONAL and its suppliers. If the amount payable to ROSE INTERNATIONAL has not been settled within 30 days of the Company's stand and/or goods being stored, ROSE INTERNATIONAL is hereby explicitly authorized by the Company to dispose of the goods by public or private sale. After deduction of all debts payable to ROSE INTERNATIONAL and its suppliers, including costs incurred, damage suffered and any fines imposed, the balance will be paid to the Company. If the actual costs exceed the amount generated by the sale of the goods, the Company will be bound to pay the remaining amount.
- 10. LIABILITY**
- 10.1. The Company takes part in the Event entirely at his own risk. The Company indemnifies ROSE INTERNATIONAL against all costs and damage (including third party claims) incurred by ROSE INTERNATIONAL in connection with the Company's participation in the Event, any infringement by the Company of a third party's intellectual property rights, or with any failure by the Company to comply with its obligations under these General Conditions (including, without limitation, section 3, 4 and 12) or an agreement with ROSE INTERNATIONAL.
- 10.2. The Company is obliged to take out adequate insurance for all normal commercial risks and in respect of any potential liability it may incur in connection with the Agreement and its participation in the Event, with a financially sound and reputable insurer, at its own costs. If so requested by ROSE INTERNATIONAL or the venue where the Conference will be held, the Company must submit proof of such insurance.
- 10.3. ROSE INTERNATIONAL accepts no responsibility whatsoever for damage or costs incurred by the Company as a result of his presence at or participation in the Event, including loss of, or damage to, the Company's goods.
- 10.4. The liability of ROSE INTERNATIONAL for any attributable breach of its obligations under the Agreement is limited to the amount actually paid out by ROSE INTERNATIONAL's insurer in relation to such breach. If no amount is paid out by ROSE INTERNATIONAL's insurer, ROSE INTERNATIONAL's liability is limited to the amount received from the Company under the Agreement. ROSE INTERNATIONAL cannot be held liable on any other legal ground, including, without limitation, for an unlawful act against the Company, except where ROSE INTERNATIONAL's liability results from intent or deliberate recklessness of the directors of ROSE INTERNATIONAL or of executive officers forming part of the management. Under no circumstances can ROSE INTERNATIONAL be held liable for consequential loss, indirect damage, loss of profits and sales, lost savings and reputation damage.
- 11. FORCE MAJEURE**
- 11.1. If performance of the Agreement by ROSE INTERNATIONAL is fully or partly, permanently or temporarily prevented by a circumstance beyond ROSE INTERNATIONAL's reasonable control – even if such circumstance could already have been foreseen at the time of entering into the Agreement –, including, without limitation: a pandemic, natural disaster, strikes, riots, governmental actions and measures, a decision by the Board of the Society/Association under whose umbrella/responsibility the Conference is being held (including a decision resulting in cancellation of the Conference and/or the Event), ROSE INTERNATIONAL cannot be held liable for such failure to perform its obligations.
- 11.2. If the Event is cancelled due to circumstances beyond ROSE INTERNATIONAL's reasonable control, as set out in section 11.1, ROSE INTERNATIONAL will reimburse payments received from the Company less a maximum of 15% of confirmed fees for costs incurred by ROSE INTERNATIONAL while preparing the Event, cancellation fees of the venue and suppliers and other costs already incurred and/or connected with the cancellation. In such case, the Company is not entitled to claim compensation of any kind and agreed fees remain payable in full.
- 12. COMPLIANCE WITH INDUSTRY REGULATIONS, TRADEMARKS AND COPY RIGHTS**
- 12.1. The Company declares that it will comply with all applicable legislation, regulations, standards and codes of practice of applicable international and national organisations of the relevant industry, such as but not limited to EFPIA, MedTech Europe, IFPMA.
- 12.2. The Company warrants that it does not infringe any third-party rights, such as trademark and copy rights.
- 13. DATA PROTECTION**
- 13.1. In this section, "Data Protection Laws" means any and all applicable laws, regulations and any other applicable legislation and regulatory requirements in force relating to data protection, privacy, and information security, including but not limited to, the European General Data Protection Regulation ("GDPR").
- 13.2. The parties will process personal data in accordance with Data Protection Laws and shall not cause any other party to breach any of its applicable obligations under Data Protection Laws.
- 13.3. Where applicable, each party shall ensure that the parties' employees, affiliates, agents, and subcontractors involved in the performance of the Agreement comply with any and all requirements of Data Protection Laws.
- 14. AMENDMENT OF THE GENERAL CONDITIONS**
- 14.1. ROSE INTERNATIONAL may at its discretion amend or supplement these General Conditions at any time. ROSE INTERNATIONAL will give the Company notice of any such amendments and will provide the Company with the new version of the General Conditions, which will apply 5 calendar days after said notification.
- 15. MISCELLANEOUS**
- 15.1. The invalidity, invalidation or ineffectiveness of one of the provisions contained in these General Conditions does not affect the validity of the remaining provisions. In the event that one or more provisions are/become invalid, invalidated or ineffective, ROSE INTERNATIONAL and the Company will record replacement provisions which are valid and which most closely match the content and purport of the invalid, invalidated or ineffective provision.
- 15.2. The Company's rights and obligations under the Agreement are non-transferable.
- 16. APPLICABLE LAW AND DISPUTE RESOLUTION**
- 16.1. The Agreement, these General Conditions, the Exhibition Manual, any other agreement and all contractual or non-contractual obligations arising therefrom or relating thereto are governed by the laws of the Netherlands.
- 16.2. All disputes relating to or arising from the Agreement, these General Conditions, the Exhibitors Manual, any other agreement and all contractual or non-contractual obligations arising therefrom will be submitted to the exclusive jurisdiction of the competent courts in The Hague, the Netherlands. In addition, ROSE INTERNATIONAL may seek provisional relief from any court of competent jurisdiction.