

# **Exhibition Manual**

Dear Exhibitor,

We are pleased to share with you this Exhibition Technical Manual.

The Exhibition will be held as part of the **2<sup>nd</sup> Asian Conference on Advanced Technologies & Treatments for Diabetes (ATTD ASIA 2025)** which will take place **09th -11th December 2025**, at **Suntec Singapore Convention & Exhibition Centre**.

**Venue:**

***Suntec Singapore Singapore Convention & Exhibition Centre***

1 Raffles Boulevard, Suntec Singapore City

Singapore 039593

Website: <https://www.evaSuntec Singapore.com/>

***For any questions, please contact:***

**Aleksandra Sinapova**

Exhibition & Industry Coordinator



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Exhibitors and Supporters Portal

The Portal enables Exhibitors and Supporters to:

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

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

Login details to access the Portal have been sent to the company representative who signed the contract.

kindly keep the Exhibitor's Portal link together with your login information on hand for future reference.

## Notes:

- Each company received a single user account and a password. These credentials were sent to the primary contact listed in our system (usually the person who signed the contract). This individual is responsible for sharing the login information with any authorized team members or third parties who require access to the portal.
- The contract holder will be charged with any purchase made by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only *after* submission of your company logo and profile.
- Please note that access to the portal allows the user to see information from previous transactions made by your company with Kenes Group.
- Only deliverables indicated in your contract, should be submitted. Items that are not included in your contract will not be processed.

## Exhibition Timetable

<b>Set up</b>	Monday, 08 <sup>th</sup> December <b>Exhibition Set-up- for Space Only Stands</b>	10:00 – 20:00 <b>*Safety Shoes are mandatory</b>
	Monday, 08 <sup>th</sup> December <b>Exhibition Set-up- for ALL Stands</b>	12:00 – 20:00 <b>*Safety Shoes are mandatory</b>
		09:00 – 13:00 <b>*Please note that during this time you can only decorate your booth- putting banners and flyers. No noise or display of booth materials are allowed. We will suspend all activities upon violation of the rule.</b>
<b>Exhibition Opening</b>	Tuesday ,09 <sup>th</sup> December <b>DECORATION Only</b>	
	Tuesday ,09 <sup>th</sup> December	14:30 – 20:00 <b>(End of Welcome Reception)</b>
	Wednesday, 10 <sup>th</sup> December	09:00 – 16:00 <b>*Please note that attendees will have access to the eposter stations until 18:00!</b>
	Thursday, 11 <sup>th</sup> December	09:00 – 14:30
<b>Dismantling</b>	Thursday, 11 <sup>th</sup> December	14:30 – 20:00 – Dismantling <b>*Safety Shoes are mandatory</b>

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

The timetable is subject to possible changes in accordance with the scientific program.

Updates to follow up in due time.

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

### **Please Note:**

- Empty crates and packaging material must be removed after set-up and no later than **Monday, 08<sup>th</sup> December at 19:30.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening.
- **SAFETY SHOES ARE A “MUST”** during set-up on **Monday, 08<sup>th</sup> December** (also for Shell Scheme exhibitors!) and **during dismantling on Thursday, 11<sup>th</sup>** Access to the exhibition hall will **NOT** be allowed without safety shoes. Safety Items are always compulsory when: design stand builders are working on the space; construction materials are on the aisles; machinery (forklifts, cherry pickers are on the space).

### **Off Exhibition Information**

- Dismantling of the booths before the official closing of the exhibition is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Thursday, 11<sup>th</sup> December at 20:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

### **Waste Removal**

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

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

### **Welcome Reception at The Exhibition Area:**

On **Tuesday, 09<sup>th</sup> December** you are cordially invited to the **Welcome Reception** held in the **Exhibition Hall from 19:00**. Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall.

### **Exhibition – Deadlines and Key Dates**

Action Item	Deadline	Contact Person
Hotel reservation for Staff	<b>As soon as possible</b>	<a href="#">Click here</a> to book your hotel or email us to: <a href="mailto:vdimova@kenes.com">vdimova@kenes.com</a>
Company logo and profile	<b>As soon as possible and no later than, Tuesday 28<sup>th</sup> October</b>	
Designed Booth Approval	<b>Tuesday, 04<sup>th</sup> November</b>	Via Kenes Exhibitor's Portal
Text for Fascia (Shell Scheme stands only)	<b>Thursday 06<sup>th</sup> November</b>	<a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Lead Retrieval Wireless Barcode Reader	<b>Thursday, 20<sup>th</sup> November</b>	

Badge Order	<b>Wednesday 12<sup>th</sup> November</b>	<a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Electricity		<b>Zeno exhibition</b> <a href="https://shell.zenoconcept.com/login/">https://shell.zenoconcept.com/login/</a>
Furniture Rental		Email: <a href="mailto:ops.attd2025@zenoexhibition.com">ops.attd2025@zenoexhibition.com</a>
Shell Scheme Extras		
Audio Visual Equipment (Screens, Laptop, Desktop)	<b>Tuesday, 11<sup>th</sup> November</b>	<b><i>Each exhibitor will receive login details for the portal. Please contact the exhibitor manager if you don't receive an email with credentials.</i></b>
Graphics/Signage		<b>Suntec Singapore</b> <b>Suntec Singapore</b> Click <a href="#">HERE</a> for available options and pricing E-mail: <a href="mailto:telecom@SuntecSingapore.com">telecom@SuntecSingapore.com</a>
Dedicated Wi-Fi */ Internet*	<b>Thursday, 20<sup>th</sup> November</b> *Orders confirmed after this date will incur additional charges and are subject to availability	
Booth Cleaning and Waste	<b>Coming soon</b>	
In-booth Catering*	<b>Thursday, 20<sup>th</sup> November</b> *Please note that for late orders, the catering company reserves the right not to accept them.	<b>Suntec Singapore</b> Exhibitor Booth Catering Marketplace - Online Form - <a href="#">CLICK HERE</a> <b>Event Code</b> <b>: ATTDAsia2025_Suntec Singapore</b> Click <a href="#">HERE</a> for products and menu selections including price list.
Hostesses & Temporary Staff Hire Delivery	<b>Coming soon</b>	
Air freight (Singapore airport)	<b>Pre-alert &amp; Documents: 7 days prior to consignment arrival</b> <b>Cargo: 7 days prior to move-in</b>	<b>DSV</b> Olimpia Rodrigalvarez Email: <a href="mailto:olimpia.rodrigalvarez@dsv.com">olimpia.rodrigalvarez@dsv.com</a>
Sea freight (Singapore port only)	<b>Pre-alert &amp; Documents: 7 days prior to consignment arrival</b> <b>Cargo: 10 days prior to move-in</b>	Lorena Perdomo Email: <a href="mailto:lorena.perdomo@dsv.com">lorena.perdomo@dsv.com</a> For <b>shipping instructions</b> please click <a href="#">HERE</a>
Road freight via warehouse	<b>Pre-alert &amp; Documents: 7 days prior to consignment arrival</b> <b>Cargo: 7 days prior to move-in</b>	
<b>"K-Lead" Application - Barcode Scanner Application</b>		

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

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

Advantages of the **K-Lead application**:

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **“Quick Scan” Function:** Ability to quickly scan delegates as they enter the symposium hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility:** Download from the Apple Store or Google Play using “Kenes K-Lead App.”

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

**Device is NOT included!**

**Deadline: Thursday, 20th November**

**Onsite rate of 900 USD** will be applied for orders received after above deadline.

**Unlock the Power of K-Lead Plus:**

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you’re always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

**Cost for K-Lead Plus: 800 USD**

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

- **Device Not Included:** The application must be installed on your personal or company device (tablet/smartphone).
- **Reliable Data:** Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.
- **Content Responsibility:** Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.
- **Easy Reservation:** Secure your Wireless Barcode Reader in the Exhibitor’s Portal <https://exhibitorportal.kenes.com>.
- **GDPR Compliance:** We’ve updated our [privacy policy](#) in compliance with GDPR. Your personal data won’t be shared without consent. Presenting your badge for scanning implies consent to share your details.
- By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to [Data Processing Agreement](#).

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

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## Exhibitor Badges

All exhibitors are required to be registered and will receive a badge **displaying their personal name and the exhibiting company name.**

Exhibitor badges will be given as per your contract.

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

Any additional exhibitors will be charged an exhibitor registration fee.

Companies can purchase a maximum number of exhibitor registrations as follows:

Booths of **up to 60 sq m** – 15 exhibitor registrations Booths **larger than 60 sq m** – 25 exhibitor registrations.

Exhibitor registrations allow access to the exhibition area only and shall be used by company staff only.

An exhibitor registration form will be included in the Exhibitor's Manual.

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

<https://exhibitorportal.kenes.com>

Price for extra exhibitor badge is **230 USD**

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

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

All personnel are required to wear badges to access the Exhibition.

Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and should not be used by companies to bring visitors to the Exhibition.

Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

## REGISTRATION OF STAND PERSONNEL

In order to be granted access to the exhibition area each individual will need to wear a name badge. This includes the regular staff from the exhibitor's company and any hired staff e.g. hostesses, bar and service personnel etc. For security reasons, stand personnel must wear their name badges at all times.

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

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

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

Exhibition Floor Plan and List of Exhibitors

### List of Exhibitors

Please see all exhibitors listed here: <https://attdasia.kenes.com/confirmed-sponsors-and-exhibitors/>

### Exhibition Floor Plan

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

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

Exhibition Hall and Technical Information

### Exhibition Area

The Exhibition is being held in hall **Summit 1, located** on the **3<sup>rd</sup> floor**.



Please [click here](#) to take 360-degree virtual tour.

For **technical specifications** of Hall **Summit 1** [click here](#)

#### **Important:**

- **Maximum build** up height allowed for booth walls is **2.5m**.
- Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set- up their stands.

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

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

#### **Floor**

**Floor type:** Carpet

**Floor load:** 5.0KN/m<sup>2</sup> (100lb/ sq ft)

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

All floor coverings must be secured and maintained so that they do not cause any hazard. Fixing of floor covering to the hall floor may only be carried out using approved tape.

Mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

#### **Ceiling Rigging**

Ceiling hanging is not permitted.

#### **Raised Floor / Platform**



The organizers and the **Suntec Singapore** must be informed if the booth has a platform (when submitting the drawings for approval), as well as the scheduled set-up (day and time).

Without this information the **Suntec Singapore** will not be able to provide the requested service(s) and the prepayment will not be refunded.

Before placing the platform, the exhibitor/stand builder must confirm that service(s) provided by the Official Contractor (electricity, water, cables, Internet, etc.) are in the right place.

Access to the service points/water tramp/electricity tramp are compulsory when a platform is installed (keep those points accessible).

Once the platform is installed, no new services that need to go under it will be accepted.

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

**Please note that if your booth has any kind of elevation/platform, you are required to provide a ramp to ensure access for people with disabilities.**

Shell Scheme Booths - Technical Information and Regulations

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

- Shell Scheme Panels
- Company name on Fascia board printed in standard lettering and booth number
- 2 x electric outlets (**electricity is not included**)
- 1 long arm spotlight per 3sqm booth size

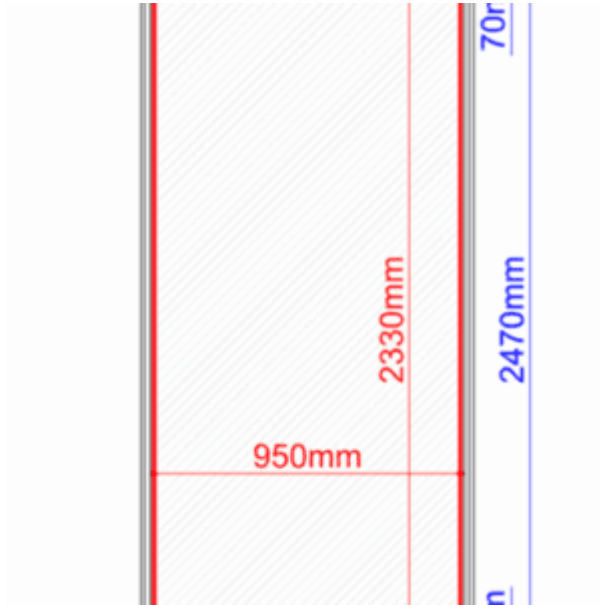


**Booth Package does not include:**

- Furniture
- Stand cleaning
- Electricity
- Panel graphics

Electricity, furniture, graphics and other products and supporting services can be ordered via the webshop: <https://shell.zenoconcept.com/login/>

**Panel dimensions:**



**Fascia Sign**

\*Maximum of 21 characters (including spaces) may be written on your fascia.

Please submit lettering for fascia via the Exhibitor's Portal by **Thursday, 06<sup>th</sup> November**.

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

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

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

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

**Note:** Corner shell scheme booths are provided with 2 open sides and 2 fascia panels with the company name, if you wish to change, please advise us by **Thursday, 06<sup>th</sup> November**.

**Technical Information and Regulations for Shell Schemes Booths**

- All basic shell scheme booths will be designed and built by **Zeno exhibition** – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Thursday, 06<sup>th</sup> November**.
- No free-standing stand-fitting or display(s) may exceed a height of 2.2m or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the

- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor, or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to the booth structure will be invoiced to the exhibitor.**
- It is possible to use fishing line (nylon) to hang pictures
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix light-weight items as long as it does not leave a mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a booth at the corner can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Thursday, 06th November** - it will be assumed that the exhibitor will have opening on the additional side(s).
- **A back wall of a booth (any booth type) cannot be used by other**
- Shell scheme booths will be provided without carpet since the hall is already carpeted. If an exhibitor wishes to have carpet in the booth, please contact **Zeno exhibition** - the official stand contractor.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.

#### Space Booths - Technical Information and Regulations

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

- 1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.**
- 2. Position of your booth on the floorplan with orientation**
- 3. Utility connections: electrical, water and drainage - a list of all appliances**
- 4. The name and contact details of their construction**

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

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

#### **Thursday, 06th November**

- The maximum building height for the top of all elements is **2.5m**.
- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the **Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.**
- Exhibitors are kindly requested to **allow sufficient see-through areas** that ensure clear views of surrounding exhibits. **Entire sideways walls will not be approved.** You are only allowed to build walls that covers third of each side.
- **Island booths** should be partly accessible on all "open" sides. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle is allowed but **max 1/3 of side to side may be covered.**
- **Construction finish must be perfect in all the stand's visible areas, including rear**

sides.

- **Raised floor/platform:** please note that if your booth has a raised floor/platform, **you are required to provide a ramp** for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible. Providing a ramp is a compulsory either for entire elevation or from one of the sides.
- Advertising on the boundary with other stands is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Screens or any kind of equipment to be shown or demonstrated may **not** be placed **directly on the edge** of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- **All structural back walls of neighboring booths must be properly decorated.** Back Walls (reversed side) must be finished in white: no wiring, no graphics, no logo. Advertising on the boundary with other booths is prohibited.
- A back wall of a booth (including shell booths) cannot be used by other exhibitors.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and
- Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- **Ceiling Rigging is not permitted.**

#### Kindly note:

- **The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.**
- Production cannot commence until the booth drawings are approved by the organizer.
- The used spaces must be returned to Suntec Singapore completely clear of all items and the Exhibition areas restored to their original state.

#### Electricity and Electrical Installations - Information for ALL booths

According to the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved **by Suntec Singapore and Zeno team**.

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

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

For ordering, please refer to the **online portal**- please [click here](#).

**Suntec Singapore team** will check that the official electrical switchboard is not removed from the booth.

- Electrical switchboards provide by the venue cannot be manipulated, adjusted, or damaged. The cost of a damaged Electrical box will be charge to the company who has ordered it.

- **Suntec Singapore team** staff are authorized to unplug the whole booth electrical installation if they detect that it is not properly done, with a possible danger.

**Please note the following:**

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

**Suntec Singapore & Zeno exhibition provides an electric service in the Exhibition area during the official exhibition times only.**

At the end of the day, we recommend switching off your main electrical sources in order to save energy and to prevent any overnight accidents.

At the end of the day Booth manager must check before leaving the venue that the booth spotlights are switched off for security and ecologic reasons. **Suntec Singapore & Zeno exhibition** won't be liable for any damages caused from this action.

In case that the stand builder brings their own electrical switchboard, (it has to be connected to **Suntec Singapore** switchboard) it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day.

**In case that you need 24h electrical connection for some devices (excluding booth general light), a second electrical switchboard will have to be ordered, please contact Zeno exhibition in order to advise them for such cases.**

Booth manager will have to make sure the general lights are turned off.

**Please note:**

In Singapore, use the following Power plug & outlet Type:

<https://www.worldstandards.eu/electricity/plugs-and-sockets/g/>



Specifications	
Floor Load Capacity	<div><div></div> 5.0KN/m<sup>2</sup> (100lb/ sq ft)</div> <div><div></div> 5.0KN/m<sup>2</sup> (100lb/ sq ft)</div> <div><div></div> 10.0KN/m<sup>2</sup> (200lb/ sq ft)</div>
Floor Surface	Meeting Rooms: Carpet Foyers: Carpet Concourse/Link: Granite
Vehicular Access Ramp	Width of Individual Driveway: 600mm Diameter of Ramp: 26,298mm Maximum Clearance Height: 4,000mm

### Booth Cleaning

Coming soon

### Booth Catering

Catering services are exclusively provided by **Suntec Singapore Singapore**.

**Suntec Singapore Singapore** have created an **Exhibitor Booth Catering Marketplace** through which you can access to order the services under the following categories during ATTD ASIA:

- \* Food Orders
- \* Beverages Orders
- \* Manpower Orders (pertaining to banquet service)

All orders are to be made by the exhibitor via our **Online Form** that can be found via the link below:

[https://www.cognitoforms.com/Suntec SingaporeSingapore/ExhibitionBoothCateringMarketplace?v2](https://www.cognitoforms.com/Suntec%20SingaporeSingapore/ExhibitionBoothCateringMarketplace?v2)

Event Code: **ATTDAsia2025\_Suntec Singapore**

The Exhibition Booth Catering Marketplace PDF price list which can be found [HERE](#)

Kindly note that the prices are subject to change without prior notification.

Deadline: Thursday, 20th November

\*Please note that for late orders, the catering company reserves the right not to accept them

For special inquiries, please contact Bibiana Lau by e-mail: [bibiana.lau@Suntec Singapore.com](mailto:bibiana.lau@SuntecSingapore.com)

The exhibitor must consider the space available in the booth to store and display the requested

deliveries.

### **External Catering**

Should an exhibitor wants to bring into any F&B **that is not available in the venue's F&B offering**, an External Catering Charge will be applied. The application permit is via the link below:  
<https://www.cognitofrms.com/Suntec SingaporeSingapore/ExternalFBRequests>

Event Code: **ATTDAasia2025\_Suntec Singapore**

### **Internet & Wi-Fi**

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

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

Should you have any **internet-based features, devices, or activities at your booth** (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Orders and payments should be made directly to **Suntec Singapore Singapore**. Click [HERE](#) for available options and pricing

E-mail: [telecom@Suntec SingaporeSingapore.com](mailto:telecom@Suntec SingaporeSingapore.com)

Deadline: Thursday, 20th December

### **Important:**

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

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

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

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

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

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

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

### **Security**

### **Coming soon**

### **Storage**



The **Suntec Singapore** has NO storage facilities pre-Conference. Short-term storage of materials left over after assembly (empty boxes, crates, cases, pallets etc.) should be coordinated with **DSV** (payable service).

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

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

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

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

### **For access to the goods/ lorry entrance/ Lifts:**

Loading bays are made available on Level 4 and Level 6 of the Centre. Suntec Singapore Singapore reserves loading bays for usage by goods vehicles such as vans and lorries only. To access the loading bay, turn in from Nicoll Highway as indicated on the map below:



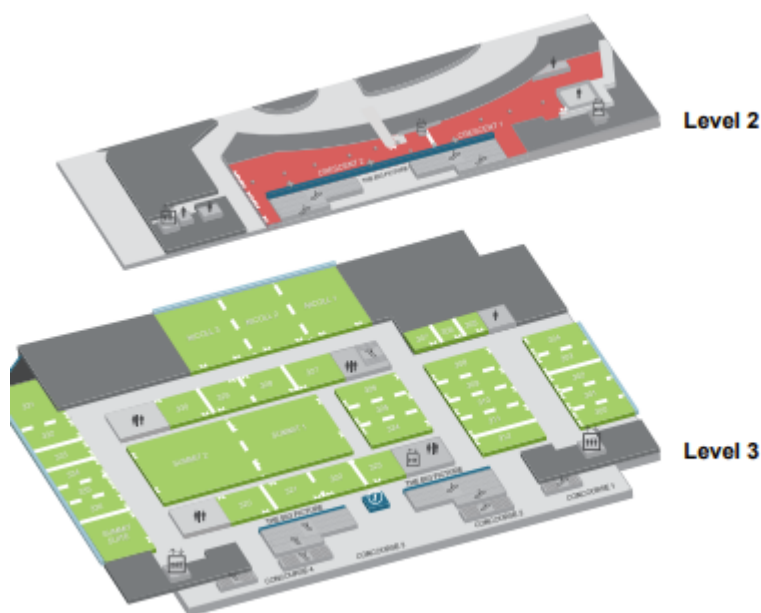
Loading bays are designed for loading/unloading only for a maximum duration of 20 minutes. Storage of items is not allowed unless permission is granted in advance.

Suntec Singapore Singapore can only accept delivery of items during the licensed period. Delivery companies and freight forwarders attempting to access loading bays before or after the licensed period will be declined entry.

Vehicles should proceed up the spiral ramp to level 6 loading bay, where bay 1 and 2 will be made



available on a first-come-first-served basis. Event organizers and contractors are provided with 3 freight lifts, which can be used to access level 2 and 3 event spaces. Heavy movements through Suntec Singapore City Mall at level 2, or within the Centre at level 3 are restricted to evening hours from 2200hrs - 0700hrs daily. Contractors are required to protect the tiled and carpeted areas with plywood planking during move-in and move-out.



## LEVEL 3 FLOOR LOADING



### Access for Deliveries

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

Please refer to the Shipping Instructions for the delivery's information.

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

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

## **Accommodation**

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

Information, pictures, location and rates are available on the [hotel accommodation page](#) or email us at: [booking@kenes.com](mailto:booking@kenes.com)

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

For group booking (10 rooms and more) please contact **Ms. Anna Ivanova** at [aivanova@kenes.com](mailto:aivanova@kenes.com). Different payment and cancellation conditions apply.

Rules and Regulations -Binding for all exhibitors and their subcontractors

## **Animals**

It is not permitted to bring animals into the **Suntec Singapore**.

## **Build-Up & Dismantling Period**

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of
- The Exhibitors and contractors are required to wear the necessary **personal protective equipment** (PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly

## **Health & Safety**

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

## **Children**

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

enforced to comply with the safety regulations of the exhibition.

### **Compressed Gases**

Use of compressed gases is not allowed.

### **Damage to the Building**

Use of screws, nails, paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars...) are not allowed. In the event of damage to the facilities, the cost of repair or replacement will be charged to the exhibitor.

### **Disposal of Material**

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

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the **Suntec Singapore** in removing this property will be charged to the exhibitor.

### **Fire Regulations**

- Booth material and fittings must be non-flammable or impregnated with fire-retardant (at least DIN4102 B1 or EN13501-1 A2/B/C -s3 d2)
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage paint liquids, gas or other inflammable substances in the booth space is
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers or the **Suntec Singapore**.

### **Fire Insurance (compulsory)**

Exhibitors must be insured against fire.

### **Smoke**

It is not permitted to operate any machine in the exhibition that emanates fumes, gases or steam, or any item or device that generates or contains flame.

### **Heavy Weight Element / Large Machinery**

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

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

Once the **Suntec Singapore** has the complete information, the unloading of the element will be approved or rejected.

## **Hanging of Posters, Banners etc.**

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

## **Insurance (compulsory)**

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

## **Liability**

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

## **Sound equipment and Music**

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

### Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or

music that is too loud

- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting

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

## **Security**

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the **Suntec Singapore** cannot accept liability for loss of or damage to private property or goods.
- Neither the **Suntec Singapore** nor the organizers can accept responsibility for the security of the booths and their contents. The **Suntec Singapore** as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed.

## **Personal Transportation Vehicles**

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

## **Promotional Activities**

- All demonstrations or instructional activities must be confined to the limits of the Exhibition
- Advertising material and signs may not be distributed or displayed outside the exhibitor's
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed
- Exhibitors are allowed to film on their own booth, staff and material, but all equipment and camera crew must stay within the exhibition booth. Filming of other exhibitors and their materials, Congress features or any sessions is expressly forbidden unless permission has been given by the exhibitor or the organizer respectively.
- The photographing of booths is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of his/her own stand and can avoid inclusion of neighboring booths. Photography during the opening times of the exhibition of all aspects of the event is allowable in all instances except in cases where the photographer or photography equipment would cause an obstruction or danger to delegates / staff visiting or working in the exhibition hall.

## **Smoking Policy**

The **Suntec Singapore** operates a **NO SMOKING** policy in ALL halls.

## **Special Effects**

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

## Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original
- You are not allowed to discard any waste, including promotional material, please check the technical regulation below only what is allowed to be discarded.

**NB!** Please read carefully what is allowed to be discarded as waste as all other types which are not mentioned in the document has to be collected and discharged in your own country.

The **Suntec Singapore** reserves the right to access inside the booth in order to check the compliance with the **Suntec Singapore** regulations.

At all times you must respect the logistics staff and the Suntec Singapore indications. Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

## Shipping Instructions

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

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

**DSV** offers the following services:

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

## Contact information:

DSV Fairs & Events Spain

Olimpia Rodríguez

E-mail: [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Office: +34 954325842

Mobile: +34 628930293

Lorena Perdomo Lorena Perdomo

E-mail: [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

Office: +34 930260837

Mobile +34 627582484

For Shipping Instructions – click [HERE](#)

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

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

### **Insurance of Goods**

All cargo should be insured from point of origin.

DSV will be able to assist if needed.

### **Important Information Regarding Direct Deliveries to the Venue:**

#### **Road freight:**

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

#### **Courier:**

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

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

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

Please contact DSV for tailor made instructions.

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

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

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

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

#### **Contact person:**

Olimpia Rodrigalvarez - [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Lorena Perdomo - [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

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

Please be advised that neither the organizer nor the venue can accept deliveries on an exhibitor's

behalf and arrangements must be made for a booth/company representative to be available when deliveries are made.

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

Contact Information

**Official Contractors:**

**Electricity Stand fitting Graphics and Signage Booth construction Furniture**

**Zeno Exhibition**

<https://shell.zenoconcept.com/login/>

Email: [ops.attd2025@zenoexhibition.com](mailto:ops.attd2025@zenoexhibition.com)

**In-Booth Catering**

**Suntec Singapore**

Exhibitor Booth Catering Marketplace - Online Form - [CLICK HERE](#)

**Event Code : ATTDAsia2025\_Suntec Singapore**

Click [HERE](#) for products and menu selections including price list

**Freight Handling & Customs Clearance Agent**

**DSV**

**Contact information:**

DSV Fairs & Events Spain

Olimpia Rodríguez

E-mail: [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Office: +34 954325842

Mobile: +34 628930293

Lorena Perdomo Lorena Perdomo

E-mail: [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

Office: +34 930260837

Mobile +34 627582484

For Shipping Instructions - click [HERE](#)

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## **Kenes Group Contacts:**

### **Conference Secretariat**

#### **Kenes Group**

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

### **Exhibition Manager**

Aleksandra Sinapova

Kenes Group

Tel: +41 22 9080488 Ext: 217

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

### **Sponsorship and Exhibition Sales**

Judit Gondor

Kenes Group

Tel: +41 22 9080488 Ext.531

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

### **Registration**

Victoria Georgieva

Kenes Group

Email: [reg\\_attdasia@kenes.com](mailto:reg_attdasia@kenes.com)

### **Hotel Accommodation**

Viktoria Dimova

Kenes Group

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

<https://hotels.kenes.com/congress/ATTDASIA25>

The Portal enables Exhibitors and Supporters to:

- Submit Company logo and profile
- Order Lead retrieval (Badge scanners)
- Submit a list of individual names for badges based on the number of badges specified in your sponsorship contract
- Order extra exhibitor badges

- Submit booth drawing (applicable for “Space Only” booths)
- Submit lettering for Fascia sign (applicable for “Shell Scheme” booths)
- Submit other deliverables as per sponsorship contract

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

Login details to access the Portal have been sent to the company representative who signed the contract.

kindly keep the Exhibitor’s Portal link together with your login information on hand for future reference.

#### **Notes:**

- Each company received a single user account and a password. These credentials were sent to the primary contact listed in our system (usually the person who signed the contract). This individual is responsible for sharing the login information with any authorized team members or third parties who require access to the portal.
- The contract holder will be charged with any purchase made by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only *after* submission of your company logo and profile.
- Please note that access to the portal allows the user to see information from previous transactions made by your company with Kenes Group.
- Only deliverables indicated in your contract, should be submitted. Items that are not included in your contract will not be processed.

<b>Set up</b>	Monday, 08 <sup>th</sup> December <b>Exhibition Set-up- for Space Only Stands</b>	10:00 – 20:00 <b>*Safety Shoes are mandatory</b>
	Monday, 08 <sup>th</sup> December <b>Exhibition Set-up- for ALL Stands</b>	12:00 – 20:00 <b>*Safety Shoes are mandatory</b>
		09:00 – 13:00 <b>*Please note that during this time you can only decorate your booth- putting banners and flyers. No noise or display of booth materials are allowed. We will suspend all activities upon violation of the rule.</b>
<b>Exhibition Opening</b>	Tuesday ,09 <sup>th</sup> December <b>DECORATION Only</b>	
		14:30 – 20:00 <b>(End of Welcome Reception)</b>
		09:00 – 16:00 <b>*Please note that attendees will have access to the eposter stations until 18:00!</b>
	Wednesday, 10 <sup>th</sup> December	
	Thursday, 11 <sup>th</sup> December	09:00 – 14:30

## ***Dismantling***

Thursday, 11<sup>th</sup> December

14:30 – 20:00 – Dismantling

***\*Safety Shoes are  
mandatory***

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

The timetable is subject to possible changes in accordance with the scientific program.

Updates to follow up in due time.

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

### **Please Note:**

- Empty crates and packaging material must be removed after set-up and no later than **Monday, 08<sup>th</sup> December at 19:30.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening.
- **SAFETY SHOES ARE A “MUST”** during set-up on **Monday, 08<sup>th</sup> December** (also for Shell Scheme exhibitors!) and **during dismantling on Thursday, 11<sup>th</sup>** Access to the exhibition hall will **NOT** be allowed without safety shoes. Safety Items are always compulsory when: design stand builders are working on the space; construction materials are on the aisles; machinery (forklifts, cherry pickers are on the space).

### **Off Exhibition Information**

- Dismantling of the booths before the official closing of the exhibition is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Thursday, 11<sup>th</sup> December at 20:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

### **Waste Removal**

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

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

### **Welcome Reception at The Exhibition Area:**

On **Tuesday, 09<sup>th</sup> December** you are cordially invited to **the Welcome Reception** held in the **Exhibition Hall from 19:00**. Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall.

Action Item

Deadline

Contact Person

Hotel reservation for Staff	<b>As soon as possible</b>	<a href="#">Click here</a> to book your hotel or email us to: <a href="mailto:vdimova@kenes.com">vdimova@kenes.com</a>
Company logo and profile	<b>As soon as possible and no later than, Tuesday 28<sup>th</sup> October</b>	
Designed Booth Approval	<b>Tuesday, 04<sup>th</sup> November</b>	Via Kenes Exhibitor's Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Text for Fascia (Shell Scheme stands only)	<b>Thursday 06<sup>th</sup> November</b>	
Lead Retrieval Wireless Barcode Reader	<b>Thursday, 20<sup>th</sup> November</b>	Via Kenes Exhibitor's Portal
Badge Order	<b>Wednesday 12<sup>h</sup> November</b>	<a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Electricity		<b>Zeno exhibition</b> <a href="https://shell.zenoconcept.com/login/">https://shell.zenoconcept.com/login/</a>
Furniture Rental		Email: <a href="mailto:ops.attd2025@zenoexhibition.com">ops.attd2025@zenoexhibition.com</a>
Shell Scheme Extras		<i>Each exhibitor will receive login details for the portal. Please contact the exhibitor manager if you don't receive an email with credentials.</i>
Audio Visual Equipment (Screens, Laptop, Desktop)	<b>Tuesday, 11<sup>th</sup> November</b>	<b>Suntec Singapore</b> <b>Suntec Singapore</b> Click <a href="#">HERE</a> for available options and pricing E-mail: <a href="mailto:telecom@SuntecSingapore.com">telecom@SuntecSingapore.com</a>
Graphics/Signage	<b>Thursday, 20<sup>th</sup> November</b>	
Dedicated Wi-Fi */ Internet*	<b>*Orders confirmed after this date will incur additional charges and are subject to availability</b>	
Booth Cleaning and Waste	<b>Coming soon</b>	<b>Suntec Singapore</b> Exhibitor Booth Catering Marketplace - Online Form - <a href="#">CLICK HERE</a> <b>Event Code</b> <b>: ATTDAsia2025_Suntec Singapore</b> Click <a href="#">HERE</a> for products and menu selections including price list.
In-booth Catering*	<b>Thursday, 20<sup>th</sup> November</b> <b>*Please note that for late orders, the catering company reserves the right not to accept them.</b>	
Hostesses & Temporary Staff Hire	<b>Coming soon</b>	
Delivery		
Air freight (Singapore airport)	<b>Pre-alert &amp; Documents: 7 days prior to consignment arrival</b> <b>Cargo: 7 days prior to move-in</b>	<b>DSV</b> Olimpia Rodrigalvarez Email: <a href="mailto:olimpia.rodrigalvarez@dsv.com">olimpia.rodrigalvarez@dsv.com</a>
Sea freight (Singapore port only)	<b>Pre-alert &amp; Documents: 7 days prior to consignment arrival</b> <b>Cargo: 10 days prior to move-in</b>	Lorena Perdomo Email: <a href="mailto:lorena.perdomo@dsv.com">lorena.perdomo@dsv.com</a> For <b>shipping instructions</b> please click <a href="#">HERE</a>
Road freight via warehouse	<b>Pre-alert &amp; Documents: 7 days prior to consignment arrival</b> <b>Cargo: 7 days prior to move-in</b>	

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

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

Advantages of the **K-Lead application**:

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **"Quick Scan" Function:** Ability to quickly scan delegates as they enter the symposium hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility:** Download from the Apple Store or Google Play using "Kenes K-Lead App."

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

**Device is NOT included!**

**Deadline: Thursday, 20th November**

**Onsite rate of 900 USD** will be applied for orders received after above deadline.

**Unlock the Power of K-Lead Plus:**

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

**Cost for K-Lead Plus: 800 USD**

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

- **Device Not Included:** The application must be installed on your personal or company device (tablet/smartphone).
- **Reliable Data:** Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.
- **Content Responsibility:** Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.
- **Easy Reservation:** Secure your Wireless Barcode Reader in the Exhibitor's Portal <https://exhibitorportal.kenes.com>.
- **GDPR Compliance:** We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.

- By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to [Data Processing Agreement](#).

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

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

- ***Device Not Included:*** The application must be installed on your personal or company device (tablet/smartphone).
- ***Reliable Data:*** Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.
- ***Content Responsibility:*** Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.
- ***Easy Reservation:*** Secure your Wireless Barcode Reader in the Exhibitor's Portal  
<https://exhibitorportal.kenes.com>
- ***GDPR Compliance:*** We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.
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How to **order K-Lead and K-Lead Plus**? -> Please **access the Exhibitor's Portal**  
<https://exhibitorportal.kenes.com>

All exhibitors are required to be registered and will receive a badge **displaying their personal name and the exhibiting company name.**

Exhibitor badges will be given as per your contract.

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

Any additional exhibitors will be charged an exhibitor registration fee.

Companies can purchase a maximum number of exhibitor registrations as follows:

Booths of **up to 60 sq m** – 15 exhibitor registrations Booths **larger than 60 sq m** – 25 exhibitor registrations.

Exhibitor registrations allow access to the exhibition area only and shall be used by company staff only.

An exhibitor registration form will be included in the Exhibitor's Manual.

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

<https://exhibitorportal.kenes.com>

Price for extra exhibitor badge is **230 USD**

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

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

All personnel are required to wear badges to access the Exhibition.

Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and should not be used by companies to bring visitors to the Exhibition.

Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

## REGISTRATION OF STAND PERSONNEL

In order to be granted access to the exhibition area each individual will need to wear a name badge. This includes the regular staff from the exhibitor's company and any hired staff e.g. hostesses, bar and service personnel etc. For security reasons, stand personnel must wear their name badges at all times.

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

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

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

## List of Exhibitors

Please see all exhibitors listed here: <https://attdasia.kenes.com/confirmed-sponsors-and-exhibitors/>

## Exhibition Floor Plan

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

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

## Exhibition Area

The Exhibition is being held in hall **Summit 1, located** on the **3<sup>rd</sup> floor**.



Please [click here](#) to take 360-degree virtual tour.

For **technical specifications** of Hall **Summit 1** [click here](#)

#### **Important:**

- **Maximum build** up height allowed for booth walls is **2.5m**.
- Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set- up their stands.

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

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

#### **Floor**

**Floor type:** Carpet

**Floor load:** 5.0KN/m<sup>2</sup> (100lb/ sq ft)

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

All floor coverings must be secured and maintained so that they do not cause any hazard. Fixing of floor covering to the hall floor may only be carried out using approved tape.

Mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

#### **Ceiling Rigging**

Ceiling hanging is not permitted.

#### **Raised Floor / Platform**



The organizers and the **Suntec Singapore** must be informed if the booth has a platform (when submitting the drawings for approval), as well as the scheduled set-up (day and time).

Without this information the **Suntec Singapore** will not be able to provide the requested service(s) and the prepayment will not be refunded.

Before placing the platform, the exhibitor/stand builder must confirm that service(s) provided by the Official Contractor (electricity, water, cables, Internet, etc.) are in the right place.

Access to the service points/water tramp/electricity tramp are compulsory when a platform is installed (keep those points accessible).

Once the platform is installed, no new services that need to go under it will be accepted.

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

**Please note that if your booth has any kind of elevation/platform, you are required to provide a ramp to ensure access for people with disabilities.**

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

- Shell Scheme Panels
- Company name on Fascia board printed in standard lettering and booth number
- 2 x electric outlets (**electricity is not included**)
- 1 long arm spotlight per 3sqm booth size

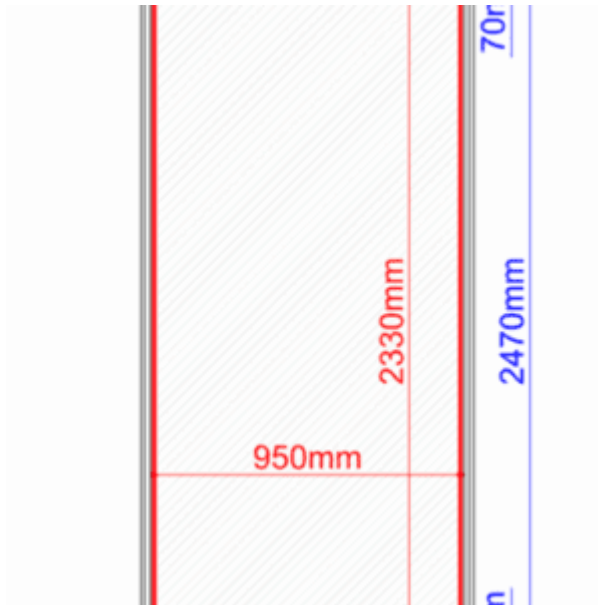


#### **Booth Package does not include:**

- Furniture
- Stand cleaning
- Electricity
- Panel graphics

Electricity, furniture, graphics and other products and supporting services can be ordered via the webshop: <https://shell.zenoconcept.com/login/>

### **Panel dimensions:**



### **Fascia Sign**

\*Maximum of 21 characters (including spaces) may be written on your fascia.

Please submit lettering for fascia via the Exhibitor's Portal by **Thursday, 06<sup>th</sup> November**.

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

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

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

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

**Note:** Corner shell scheme booths are provided with 2 open sides and 2 fascia panels with the company name, if you wish to change, please advise us by **Thursday, 06th November**.

### **Technical Information and Regulations for Shell Schemes Booths**

- All basic shell scheme booths will be designed and built by **Zeno exhibition** – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Thursday, 06th November**.
- No free-standing stand-fitting or display(s) may exceed a height of 2.2m or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor, or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels

and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to the booth structure will be invoiced to the exhibitor.**

- It is possible to use fishing line (nylon) to hang pictures
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix light-weight items as long as it does not leave a mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a booth at the corner can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Thursday, 06th November** - it will be assumed that the exhibitor will have opening on the additional side(s).
- **A back wall of a booth (any booth type) cannot be used by other**
- Shell scheme booths will be provided without carpet since the hall is already carpeted. If an exhibitor wishes to have carpet in the booth, please contact **Zeno exhibition** - the official stand contractor.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.

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

**1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.**

**2. Position of your booth on the floorplan with orientation**

**3. Utility connections: electrical, water and drainage - a list of all appliances**

**4. The name and contact details of their construction**

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

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

**Thursday, 06th November**

- The maximum building height for the top of all elements is **2.5m**.
- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the **Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.**
- Exhibitors are kindly requested to **allow sufficient see-through areas** that ensure clear views of surrounding exhibits. **Entire sideways walls will not be approved.** You are only allowed to build walls that covers third of each side.
- **Island booths** should be partly accessible on all "open" sides. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle is allowed but **max 1/3 of side to side may be covered.**
- **Construction finish must be perfect in all the stand's visible areas, including rear sides.**
- **Raised floor/platform:** please note that if your booth has a raised floor/platform, **you are required to provide a ramp** for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible. Providing a ramp is a compulsory either for entire elevation or from one of the sides.

- Advertising on the boundary with other stands is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Screens or any kind of equipment to be shown or demonstrated may **not** be placed **directly on the edge** of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- **All structural back walls of neighboring booths must be properly decorated.** Back Walls (reversed side) must be finished in white: no wiring, no graphics, no logo. Advertising on the boundary with other booths is prohibited.
- A back wall of a booth (including shell booths) cannot be used by other exhibitors.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and
- Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- **Ceiling Rigging is not permitted.**

**Kindly note:**

- **The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.**
- Production cannot commence until the booth drawings are approved by the organizer.
- The used spaces must be returned to Suntec Singapore completely clear of all items and the Exhibition areas restored to their original state.

According to the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved **by Suntec Singapore and Zeno team.**

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

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

For ordering, please refer to the **online portal**- please [click here.](#)

**Suntec Singapore team** will check that the official electrical switchboard is not removed from the booth.

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

**Please note the following:**

- Electrical switchboard and/or various power outputs will be ALWAYS delivered on the booth floor. Exhibitor/Stand Builder must check how to place it inside the booth to be hidden

and accessible.

- Electricity supply from the neighboring stand is not allowed!
- It is the exhibitor/stand builder/electrician responsibility to advise how to connect your box provided by **Zeno exhibition**.
- It is compulsory to use plastic protectors to hide electrical cables (at the exhibitors' expense).
- Electrical extensions ordered will be supplied next to the electrical box and the exhibitor/stand builder will have to place them in the space they need them.

**Suntec Singapore & Zeno exhibition provides an electric service in the Exhibition area during the official exhibition times only.**

At the end of the day, we recommend switching off your main electrical sources in order to save energy and to prevent any overnight accidents.

At the end of the day Booth manager must check before leaving the venue that the booth spotlights are switched off for security and ecologic reasons. **Suntec Singapore & Zeno exhibition** won't be liable for any damages caused from this action.

In case that the stand builder brings their own electrical switchboard, (it has to be connected to **Suntec Singapore** switchboard) it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day.

**In case that you need 24h electrical connection for some devices (excluding booth general light), a second electrical switchboard will have to be ordered, please contact Zeno exhibition in order to advise them for such cases.**

Booth manager will have to make sure the general lights are turned off.

**Please note:**

In Singapore, use the following Power plug & outlet Type:

<https://www.worldstandards.eu/electricity/plugs-and-sockets/g/>



Specifications	
Floor Load Capacity	<div>■ 5.0KN/m<sup>2</sup> (100lb/ sq ft)</div> <div>□ 5.0KN/m<sup>2</sup> (100lb/ sq ft)</div> <div>■ 10.0KN/m<sup>2</sup> (200lb/ sq ft)</div>
Floor Surface	Meeting Rooms: Carpet Foyers: Carpet Concourse/Link: Granite
Vehicular Access Ramp	Width of Individual Driveway: 600mm Diameter of Ramp: 26,298mm Maximum Clearance Height: 4,000mm

## Booth Cleaning

## Coming soon

## Booth Catering

Catering services are exclusively provided by **Suntec Singapore Singapore**.

**Suntec Singapore Singapore** have created an **Exhibitor Booth Catering Marketplace** through which you can access to order the services under the following categories during ATTD ASIA:

- \* Food Orders
- \* Beverages Orders
- \* Manpower Orders (pertaining to banquet service)

All orders are to be made by the exhibitor via our **Online Form** that can be found via the link below:

[https://www.cognitofrms.com/Suntec SingaporeSingapore/ExhibitionBoothCateringMarketplace?v2](https://www.cognitofrms.com/Suntec%20SingaporeSingapore/ExhibitionBoothCateringMarketplace?v2)

Event Code: **ATTDAsia2025\_Suntec Singapore**

The Exhibition Booth Catering Marketplace PDF price list which can be found [HERE](#)

Kindly note that the prices are subject to change without prior notification.

Deadline: Thursday, 20th November

\*Please note that for late orders, the catering company reserves the right not to accept them

For special inquiries, please contact Bibiana Lau by e-mail: [bibiana.lau@Suntec Singapore.com](mailto:bibiana.lau@SuntecSingapore.com)

The exhibitor must consider the space available in the booth to store and display the requested deliveries.

## **External Catering**

Should an exhibitor wants to bring into any F&B **that is not available in the venue's F&B offering**, an External Catering Charge will be applied. The application permit is via the link below:

[https://www.cognitofrms.com/Suntec\\_SingaporeSingapore/ExternalFBRequests](https://www.cognitofrms.com/Suntec_SingaporeSingapore/ExternalFBRequests)

Event Code: **ATTAsia2025\_Suntec Singapore**

## **Internet & Wi-Fi**

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

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

Should you have any **internet-based features, devices, or activities at your booth** (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Orders and payments should be made directly to **Suntec Singapore Singapore**. Click [HERE](#) for available options and pricing

E-mail: [telecom@Suntec\\_Singaporesingapore.com](mailto:telecom@Suntec_Singaporesingapore.com)

Deadline: Thursday, 20th December

## **Important:**

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

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

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

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

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

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

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

## **Security**

## **Coming soon**

## **Storage**

The **Suntec Singapore** has NO storage facilities pre-Conference. Short-term storage of materials left over after assembly (empty boxes, crates, cases, pallettes etc.) should be coordinated with **DSV**



(payable service).

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

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

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

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

### **For access to the goods/ lorry entrance/ Lifts:**

Loading bays are made available on Level 4 and Level 6 of the Centre. Suntec Singapore Singapore reserves loading bays for usage by goods vehicles such as vans and lorries only. To access the loading bay, turn in from Nicoll Highway as indicated on the map below:



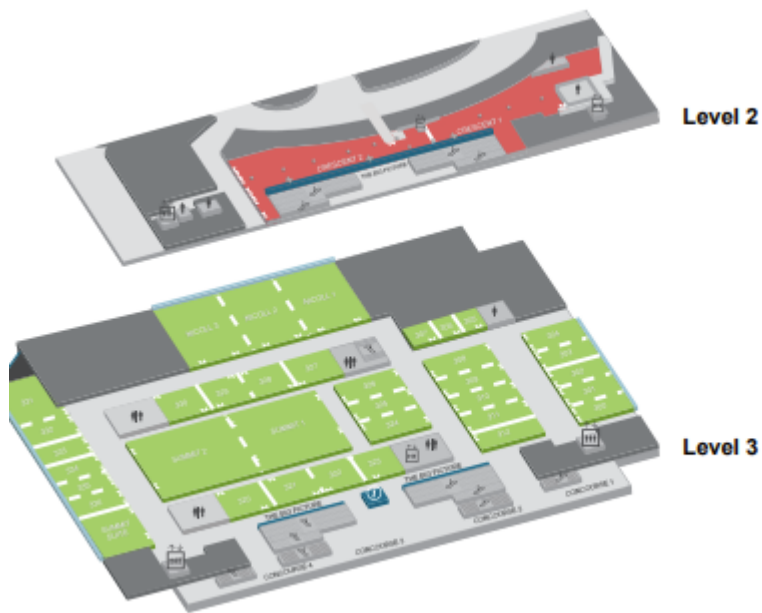
Loading bays are designed for loading/unloading only for a maximum duration of 20 minutes. Storage of items is not allowed unless permission is granted in advance.

Suntec Singapore Singapore can only accept delivery of items during the licensed period. Delivery companies and freight forwarders attempting to access loading bays before or after the licensed period will be declined entry.

Vehicles should proceed up the spiral ramp to level 6 loading bay, where bay 1 and 2 will be made available on a first-come-first-served basis. Event organizers and contractors are provided with 3 freight lifts, which can be used to access level 2 and 3 event spaces. Heavy movements through



Suntec Singapore City Mall at level 2, or within the Centre at level 3 are restricted to evening hours from 2200hrs – 0700hrs daily. Contractors are required to protect the tiled and carpeted areas with plywood planking during move-in and move-out.



## LEVEL 3 FLOOR LOADING



### Access for Deliveries

Please be advised that neither the Organizers nor the **Suntec Singapore** can accept deliveries on

an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Please refer to the Shipping Instructions for the delivery's information.

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

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

## **Accommodation**

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

Information, pictures, location and rates are available on the [hotel accommodation page](#) or email us at: [booking@kenes.com](mailto:booking@kenes.com)

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

For group booking (10 rooms and more) please contact **Ms. Anna Ivanova** at [aivanova@kenes.com](mailto:aivanova@kenes.com). Different payment and cancellation conditions apply.

## **Animals**

It is not permitted to bring animals into the **Suntec Singapore**.

## **Build-Up & Dismantling Period**

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of
- The Exhibitors and contractors are required to wear the necessary **personal protective equipment** (PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly

## **Health & Safety**

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

## **Children**

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

## **Compressed Gases**

Use of compressed gases is not allowed.

### **Damage to the Building**

Use of screws, nails, paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars...) are not allowed. In the event of damage to the facilities, the cost of repair or replacement will be charged to the exhibitor.

### **Disposal of Material**

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

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the **Suntec Singapore** in removing this property will be charged to the exhibitor.

### **Fire Regulations**

- Booth material and fittings must be non-flammable or impregnated with fire-retardant (at least DIN4102 B1 or EN13501-1 A2/B/C -s3 d2)
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage paint liquids, gas or other inflammable substances in the booth space is
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers or the **Suntec Singapore**.

### **Fire Insurance (compulsory)**

Exhibitors must be insured against fire.

### **Smoke**

It is not permitted to operate any machine in the exhibition that emanates fumes, gases or steam, or any item or device that generates or contains flame.

### **Heavy Weight Element / Large Machinery**

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

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

Once the **Suntec Singapore** has the complete information, the unloading of the element will be approved or rejected.

### **Hanging of Posters, Banners etc.**

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or

pillars within or outside the installations of the **Suntec Singapore** are not allowed.

### **Insurance (compulsory)**

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

### **Liability**

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

### **Sound equipment and Music**

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

#### Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or

music that is deemed

- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting

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

## **Security**

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the **Suntec Singapore** cannot accept liability for loss of or damage to private property or goods.
- Neither the **Suntec Singapore** nor the organizers can accept responsibility for the security of the booths and their contents. The **Suntec Singapore** as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed.

## **Personal Transportation Vehicles**

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

## **Promotional Activities**

- All demonstrations or instructional activities must be confined to the limits of the Exhibition
- Advertising material and signs may not be distributed or displayed outside the exhibitor's
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed
- Exhibitors are allowed to film on their own booth, staff and material, but all equipment and camera crew must stay within the exhibition booth. Filming of other exhibitors and their materials, Congress features or any sessions is expressly forbidden unless permission has been given by the exhibitor or the organizer respectively.
- The photographing of booths is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of his/her own stand and can avoid inclusion of neighboring booths. Photography during the opening times of the exhibition of all aspects of the event is allowable in all instances except in cases where the photographer or photography equipment would cause an obstruction or danger to delegates / staff visiting or working in the exhibition hall.

## **Smoking Policy**

The **Suntec Singapore** operates a **NO SMOKING** policy in ALL halls.

## **Special Effects**

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

## **Waste Removal**

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original
- You are not allowed to discard any waste, including promotional material, please check the technical regulation below only what is allowed to be discarded.

**NB!** Please read carefully what is allowed to be discarded as waste as all other types which are not mentioned in the document have to be collected and discharged in your own country.

The **Suntec Singapore** reserves the right to access inside the booth in order to check the compliance with the **Suntec Singapore** regulations.

At all times you must respect the logistics staff and the Suntec Singapore indications. Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

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

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

**DSV** offers the following services:

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

#### **Contact information:**

DSV Fairs & Events Spain

Olimpia Rodríguez

E-mail: [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Office: +34 954325842

Mobile: +34 628930293

Lorena Perdomo

E-mail: [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

Office: +34 930260837

Mobile +34 627582484

For Shipping Instructions – click [HERE](#)

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

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

## **Insurance of Goods**

All cargo should be insured from point of origin.

DSV will be able to assist if needed.

## **Important Information Regarding Direct Deliveries to the Venue:**

### **Road freight:**

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

### **Courier:**

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

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

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

Please contact DSV for tailor made instructions.

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

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

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

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

### **Contact person:**

Olimpia Rodrigalvarez - [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Lorena Perdomo - [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

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

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

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment

to/from booth must be made 30 minutes before or after exhibition opening hours.

**Official Contractors:**

**Electricity Stand fitting Graphics and Signage Booth construction Furniture**

**Zeno Exhibition**

<https://shell.zenoconcept.com/login/>

Email: [ops.attd2025@zenoexhibition.com](mailto:ops.attd2025@zenoexhibition.com)

**In-Booth Catering**

**Suntec Singapore**

Exhibitor Booth Catering Marketplace - Online Form - [CLICK HERE](#)

**Event Code : ATTDAsia2025\_Suntec Singapore**

Click [HERE](#) for products and menu selections including price list

**Freight Handling & Customs Clearance Agent**

**DSV**

**Contact information:**

DSV Fairs & Events Spain

Olimpia Rodrigálvarez

E-mail: [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Office: +34 954325842

Mobile: +34 628930293

Lorena Perdomo Lorena Perdomo

E-mail: [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

Office: +34 930260837

Mobile +34 627582484

For Shipping Instructions - click [HERE](#)

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**Kenes Group Contacts:**

**Conference Secretariat**

**Kenes Group**

Rue François-Versonnex 7

1207 Geneva, Switzerland



Tel: +41 22 908 0488

### **Exhibition Manager**

Aleksandra Sinapova

Kenes Group

Tel: +41 22 9080488 Ext: 217

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

### **Sponsorship and Exhibition Sales**

Judit Gondor

Kenes Group

Tel: +41 22 9080488 Ext.531

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

### **Registration**

Victoria Georgieva

Kenes Group

Email: [reg\\_attdasia@kenes.com](mailto:reg_attdasia@kenes.com)

### **Hotel Accommodation**

Viktoria Dimova

Kenes Group

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

<https://hotels.kenes.com/congress/ATTDASIA25>