

# ATTD-ASIA

1<sup>ST</sup> ASIAN CONFERENCE ON  
INNOVATIVE THERAPIES FOR  
DIABETES MANAGEMENT

18-20 NOVEMBER 2024, SINGAPORE



[attdasia.kenes.com](http://attdasia.kenes.com) | [#ATTDASIA24](https://twitter.com/ATTDASIA24)

**EXHIBITORS' TECHNICAL MANUAL**

Dear Exhibitor,

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

The Exhibition will be held in conjunction with **1<sup>st</sup> Asian Conference on Advanced Technologies & Treatments for Diabetes (ATTD Asia 2024)** which will take place **18-20 November 2024** the **Raffles City Convention Centre, Swissotel The Stamford** in **Singapore**.

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

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

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

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

We look forward to welcoming you in **Singapore** and wish you a successful Conference and exhibition!

Best Regards,

*Stephanie Stoyanova*  
Exhibition Manager and Industry Coordinator



E: [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

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## SECTION 1: GENERAL INFORMATION

### Dates

Monday, 18 – Wednesday, 20 November 2024

### Conference Organizer

**Kenes Group**

Rue François-Versonnex 7  
1207 Geneva, Switzerland  
Tel:+41229080488  
Fax:+41229069140

### Exhibition Managers

**Kenes Group**

Ms. Stephanie Stoyanova  
Tel: +359 886 34 6603  
Email: [stoyanova@kenes.com](mailto:stoyanova@kenes.com)

### Sponsorship and Exhibition Sales

Mrs. Judit Gondor  
**Kenes Group**  
Tel: +41 22 9080488 Ext.531  
Email: [jgondor@kenes.com](mailto:jgondor@kenes.com)

### Hotel Accommodation

Ms. Anna Ivanova  
**Kenes Group**  
Tel: + 41 22 908 0488 Ext: 292  
Email: [aivanova@kenes.com](mailto:aivanova@kenes.com)  
<https://hotels.kenes.com/congress/ATTD24>

### Venue Address

*Raffles City Convention Centre*  
*Swissotel The Stamford*  
2 Stamford Road  
178882 Singapore

### Registration

Mr. Youcef Zaiter  
**Kenes Group**  
Email: [reg\\_attdasia@kenes.com](mailto:reg_attdasia@kenes.com)

### Freight Handling & Onsite Logistic Agent

**Merkur Expo Logistics**  
Mr. Marco Dinges  
Email: [marco.dinges@merkur-expo.com](mailto:marco.dinges@merkur-expo.com)

### Booth signage/ Booth fittings/ Furniture/Electricity/ Booth Cleaning / Waste

### GWORKS

Email: [raymondtong@gworks.com.sg](mailto:raymondtong@gworks.com.sg)  
Order forms: [click here](#)

### Conference Website

For updated information regarding Conference,  
please visit the website <https://attdasia.kenes.com/>

## Exhibition Related Table

Action Item	Deadline	Contact Person
Hotel reservation for Staff	As soon as possible	<a href="#">Click here</a> to book your hotel or email us to: <a href="mailto:aivanova@kenes.com">aivanova@kenes.com</a>
Company logo and profile	As soon as possible and no later than, Monday 07 <sup>th</sup> October	Via Kenes Exhibitor's Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Designed Booth Approval	Monday 07 <sup>th</sup> October	
Text for Fascia (Shell Scheme stands only)	Monday, 14 <sup>th</sup> October	
Lead Retrieval Wireless Barcode Reader	Monday 07 <sup>th</sup> October	
Badge Order	Tuesday, 5 <sup>th</sup> November	Via Kenes Exhibitor's Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>
Electricity	Sunday, 20 <sup>th</sup> October	<b>GWORKS</b> Email: <a href="mailto:raymondton@gworks.com.sg">raymondton@gworks.com.sg</a> Order forms: <a href="#">click here</a>
Furniture Rental		
Shell Scheme Extras		
Audio Visual Equipment (Screens, Laptop, Desktop)		
Booth cleaning		
Graphics/Signage		
In-booth Catering	<b>Monday, 23<sup>rd</sup> September</b> <i>*Please note that for late orders, the catering company reserve the right not to accept them.</i>	Stephanie Stoyanova <a href="mailto:sstoyanova@kenes.com">sstoyanova@kenes.com</a>
Hostesses & Temporary Staff Hire	Please directly contact the company	Valencia Yap <a href="mailto:valencia@refix.sg">valencia@refix.sg</a>
<b>Delivery</b>		
LATEST ARRIVAL DEADLINES Documentation Deadline (Dry Goods)	<b>7 working day prior arrival</b> <b>Please ship your goods to arrive in Singapore</b>	<b>Merkur Expo Logistics GmbH</b> Mr Marco Dinges Mobile: +49 (0) 175 5880292 E-mail: <a href="mailto:marco.dinges@merkur-expo.com">marco.dinges@merkur-expo.com</a>
Airfreight shipments at Singapore airport	<b>11 – 13 November 2024</b>	
Courier (Less than 50kgs)	<b>12 – 14 November 2024</b>	

## SECTION 2: EXHIBITION SCHEDULE, EXHIBITION FLOOR PLAN & LIST OF EXHIBITORS

### Exhibition Timetable – *subject to change*

<b>Set up</b>	17 <sup>th</sup> November <b>Exhibition Set-up- for Space Only Stands</b>	14:00 – 23:00
	17 <sup>th</sup> November <b>Exhibition Set-up- for shell scheme</b>	19:00 – 23:00
	18 <sup>th</sup> November <b>DECORATION- for ALL Stands</b>	08:00 - 13:00
<b>Exhibition Opening</b>	18 <sup>th</sup> November	14:45 – end of Welcome Reception
	19 <sup>th</sup> November	09:00 -16:00
	20 <sup>th</sup> November	09:00 -15:00
<b>Dismantling</b>	20 <sup>th</sup> November	15:30 – 22:00

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

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 **Sunday, 17<sup>th</sup> November at 23:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

### **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 **Wednesday 20<sup>th</sup> November at 22:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

### **Waste Removal**

- It is the exhibitor's responsibility to dispose all materials after dismantling.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your stand.
- Please note we will have a security guard at night from the moment the exhibition is closed until the following day when we open.
- **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 **Monday, 18<sup>th</sup> November** you are cordially invited to the **Opening Ceremony** held in **Hall A at 13:00** and 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.

### **List of Exhibitors**

Please see all exhibitors listed here: <https://attdasia.kenes.com/confirmed-sponsors-and-exhibitors-3/>

### **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](#)

## SECTION 3: Exhibition Services

### Exhibitors' 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 sqm 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.

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

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

<https://exhibitorportal.kenes.com>

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

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

Deadline: **Tuesday, 5th November**

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.

## Lead Retrieval Wireless Barcode Reader

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead Application. Supporters 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' 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 license – **USD 750** (excluding 4% credit card charges fees, excluding VAT if applicable)

**NB! Please note device is not included.**

**Order deadline is 7<sup>th</sup> October 2024**

**Onsite price is USD 850** (excluding 4% credit card charges fees, excluding VAT if applicable)

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

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

**Cost for K-Lead Plus: USD 800** (excluding 4% credit card charges fees, excluding VAT if applicable).

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

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

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

## SECTION 4: Technical Information

### Exhibition Area

The Exhibition is being held in **Stamford and Bencoolen Foyers**, located on the **4<sup>th</sup> floor**.

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

### **Important:**

- **Maximum build** up height allowed for booth walls is **2.20m**.
- **Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.**
- Any part facing neighboring stands that is above **(2.2m)** in height needs to be designed with neutral surfaces (white).

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

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

### Floor

**Floor type:** Carpet

**Floor load:** 488kg per sq meter

**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 **Swissotel The Stamford** 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 **Swissotel The Stamford** will not be able to provide the requested service(s) and the prepayment will not be refunded.

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

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

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

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

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

## Electricity and Electrical Installations

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

**Swissotel The Stamford team** is the only company allowed to connect any kind of device directly to the main power sources.

Only **Swissotel The Stamford team** is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from **the GWORKS** and to pay for the electrical consumption according to his power needs.

For ordering please refer to **Exhibitor Order forms**– please [click here](#).

**Swissotel The Stamford team** will check that the official electrical switchboard is not removed from the booth.

- Electrical switchboards provided by the venue cannot be manipulated, adjusted, or damaged. The cost of a damaged Electrical box will be charged to the company who has ordered it.
- **Swissotel The Stamford 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 **GWORKS**
- 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.
- Electricity is coming from the ceiling.

**Swissotel The Stamford & GWORKS 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 accidents overnight.

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. **Swissotel The Stamford team & GWORKS** 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 **Swissotel The Stamford** 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 GWORKS in order to advise them for such cases.**

Booth managers 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/>



## Shell Scheme Booths

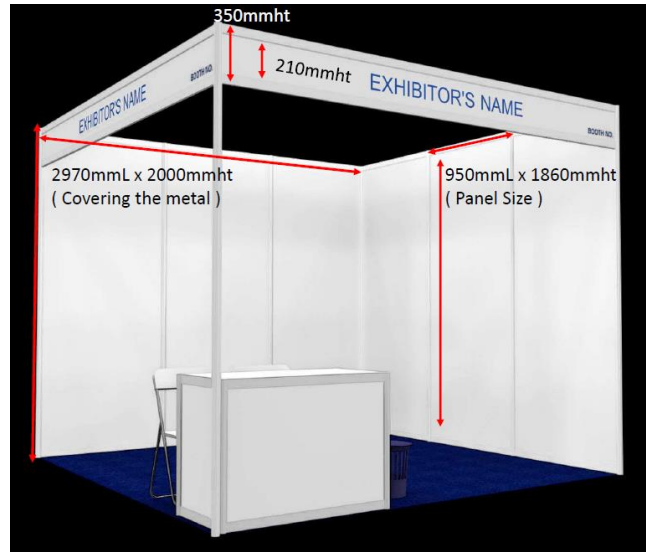
To ensure the smooth and efficient installation and dismantling of your Booth, an official Booth Contractor has been appointed (See SECTION 5: official contractors).

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

- Shell Scheme Panels
- Company name on Fascia board printed in standard lettering and booth number
- Lighting (1 LED light every 4.5 sqm)

### Booth Package does not include:

- Furniture
- Stand cleaning
- Electricity
- Panel graphics
- Carpet as the foyers are already carpeted



\*Image shown is for illustration purpose only

For furniture, graphics and supporting services please contact:

**GWORKS** at [raymondton@gworks.com.sg](mailto:raymondton@gworks.com.sg)

**Order forms:** Please [click here](#) for downloading the order forms.

**Deadline to submit any graphics:** Sunday, 20<sup>th</sup> October.

**Note:** Corner shell scheme booths are provided with two open sides and 2 fascia panels with the company name if you wish to change, please advise us by Monday, 14<sup>th</sup> October.

## 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 **Monday, 14<sup>th</sup> October**.

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.

## Technical Information and Regulations for Shell Schemes Booths

- All basic shell scheme booth will be designed and built by **GWORKS**- 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 **Monday, 14<sup>th</sup> October**.
- 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 exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor, or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to the booth structure will be invoiced to the exhibitor.**
- It is possible to use fishing line (nylon) to hang pictures etc.
- 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 **Monday, 14<sup>th</sup> October** - it will be assumed that the exhibitor will have opening on the additional side(s).
- **A back wall of a booth (any booth type) cannot be used by other exhibitors.**
- Shell scheme booths will be provided without carpet. If an exhibitor wishes to change the color of the carpet in the booth, additional cost may be incurred. Please contact **GWORKS** - the official stand contractor.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact – the official stand contractor – as per published deadlines (see section “Deadlines & Key dates”).
- Electrical switchboards have to be reachable, and the Exhibitor has to switch off the Booth light at the end of the day.

## Space Only Booths



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 company.**

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.

**Monday, 7<sup>th</sup> October 2024**

- The maximum building height for the top of all elements is **2.20m**.
- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises. **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 traffic.
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- **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 health.
- 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 organizers.**
- **The used spaces must be returned to the Swissotel The Stamford completely clear of all items and the Exhibition areas restored to their original state.**

## Booth Services

### Booth Cleaning

The organizers will arrange for general cleaning of the exhibition premises prior to the opening of the exhibition and daily prior to opening thereafter (excluding exhibit booths and displays).

Exhibiting companies cannot clean the venue facilities surfaces to avoid damaging them.

If you wish to order booth cleaning for your booth please contact **GWORKS** at [raymondtonng@gworks.com.sg](mailto:raymondtonng@gworks.com.sg)

### Internet & Wi-Fi

For wired internet and Wi-Fi connection please contact [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

#### 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

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

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

For additional security orders please contact [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

## Booth Catering

Food & Beverages service is an **exclusivity** of the **Swissotel The Stamford**.

Exhibitors who wish to order food and beverages for their stand are welcome to do so directly with [sstoyanova@kenes.com](mailto:sstoyanova@kenes.com)

You are allowed to bring your own coffee machine or barista, you will only need to send us the [following form](#) filled out.

## Hostesses & Temporary Staff Hire

Supporters who wish to order hostess services for their booth, are welcome to do so directly with the Hostesses Company.

## Valencia Yap

[valencia@refix.sg](mailto:valencia@refix.sg)

## Storage

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

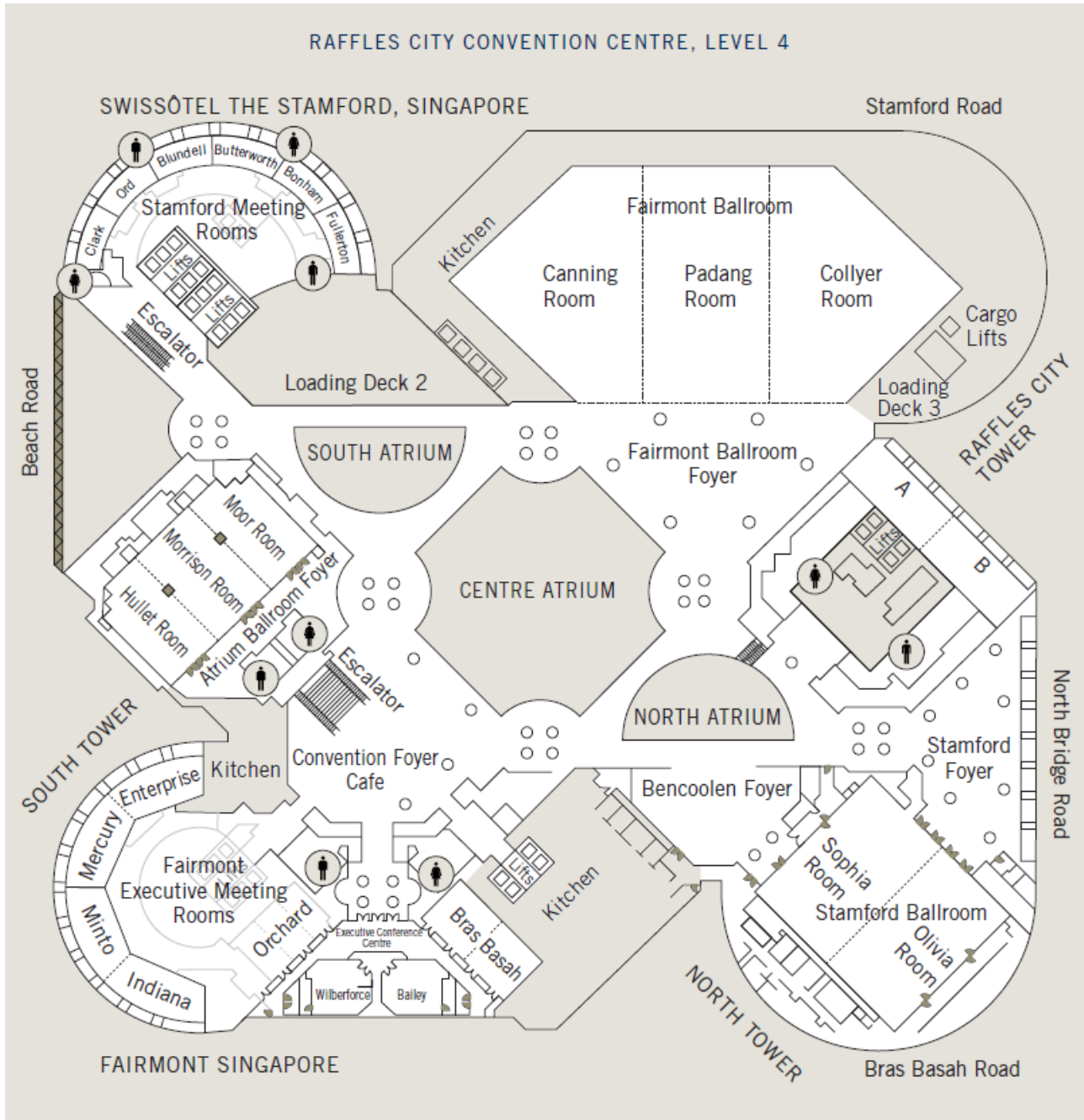
Under no circumstances may packed materials of any kind be left in the aisles, in the stands, around or behind the stands.

Please contact **Merkur** 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 **Swissotel The Stamford** shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the **Swissotel The Stamford** takes care of the removal of these items, it will be charged to the exhibitor.

For access to the goods/ lorry entrance/ Lifts:



All goods and equipment are to be delivered and pickup through Raffles City's loading docks area only, accessible from Beach Road. No goods and/or equipment whatsoever are to be carried through any other areas. Any materials and equipment delivered to the Hotel before the move-in day will be refused entry, unless communicated in writing. All non-commercial vehicles (private cars) will not be permitted to enter the above-mentioned area. All non-commercial vehicles will be required to access loading area through Raffles City's car park area via Stamford Road entrance and to park in the green zone for easy access to loading Dock 3. No passenger lifts are to be used to carry any equipment or goods.

All equipment / goods not requiring more than 32 square meters / 1600kg will be unloaded at loading Dock 2 between 08: 00 hours to 18: 00 hours. All equipment and goods requiring more than the above-mentioned dimensions will be required to unload at loading Dock 3. To use the cargo lift at Dock 3, prior arrangements to a lift operator have to be made at least 24 hours before delivery date / time at the following number 64316013.

Unattended vehicles will not be allowed to remain at all loading areas

All goods/equipment's delivered through Loading Dock will be reported to the security officer for further direction upon entering Hotel premises. Please ensure that the organizers and Function Room names are produced to hotel representative.

Only Loading Dock 2, Dock 3, service entrance and service elevators are to be used for the movement of any and all equipment and materials whatsoever.

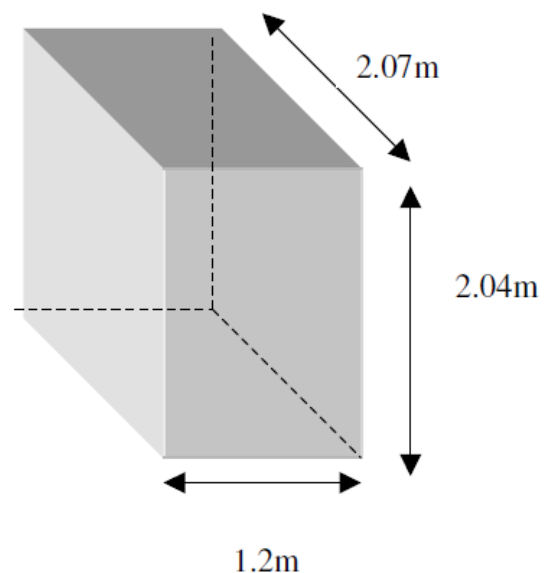
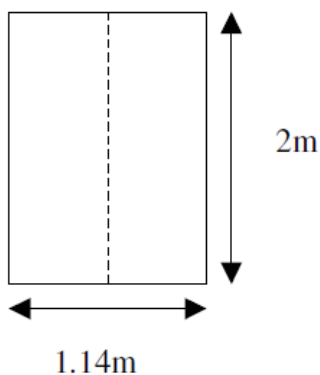
Please note that **MERKUR Expo Logistics GmbH** is the exclusive agent for move in and move out.

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

#### Loading elevators:

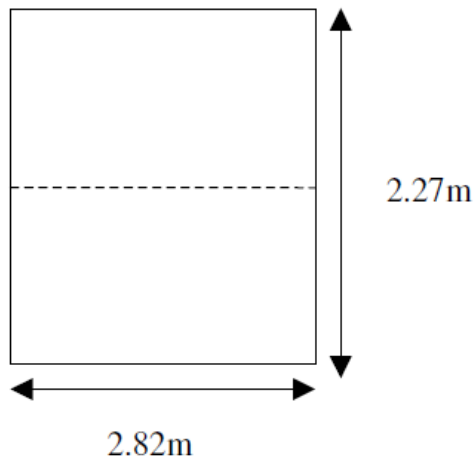
Location : Loading Bay #2  
Load Capacity : 1600KG  
Total Cubic Space : 32 Square Meters

(Service Lift)

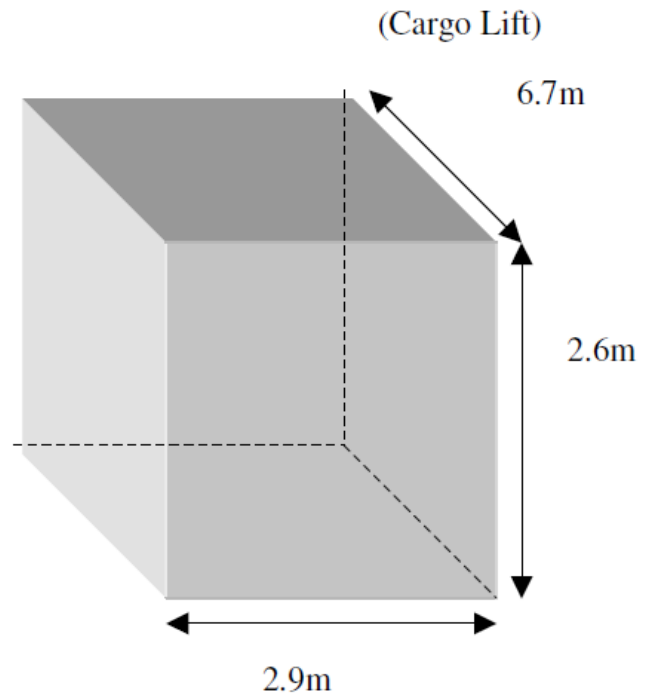


## Access for Deliveries

Location : Loading Bay #3  
Load Capacity : 5000KG  
Total Cubic Space : 200 Square Meters



(Door to Collyer Room)



## Loading dock directions

[Click here](#) to access full loading doc directions for your convenience.

## Access for Deliveries

Please be advised that neither the Organizers nor the **Swissotel The Stamford** 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.

NB! Directions to reach Raffles Convention City Center you may [find here](#).

## 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.

## SECTION 5: Rules and Regulations

### Rules and Regulations - *Binding for all exhibitors and their subcontractors*

#### Animals

It is not permitted to bring animals into the **Swissotel The Stamford**.

#### Build-Up & Dismantling Period

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

#### Health & Safety

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

#### Children

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

#### Compressed Gases

Use of compressed gases is not allowed.

#### Damage to the Building

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 **Swissotel The Stamford** in removing this property will be charged to the exhibitor.

## Fire Regulations

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

## 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 **Swissotel The Stamford** 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 **Swissotel The Stamford** and weight
- Plan for weight distribution (number of platforms, dimensions, and weight resistance)
- Forklifts, cranes, or any other machinery used for the unloading / uploading of the element. How the element is going to be unloaded and how is going to be brought inside the exhibition area.

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

## Liability

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

## Sound equipment and Music

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

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

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

### Further guidelines:

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

### **Security**

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

### **Personal Transportation Vehicles**

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

### **Promotional Activities**

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are allowed to film 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 **Swissotel The Stamford** operates a **NO SMOKING** policy in ALL halls.

## Special Effects

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

## Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- 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.

For TECHNICAL REGULATIONS FOR ENVIRONMENTAL PROTECTION document, please [click here](#).

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

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

## IMPORTANT:

Please note that these regulations are in addition to the exhibition Rules and Regulations found in **Section 5**.

Exhibitors must comply with **Swissotel The Stamford** technical guidelines including operation, firesafety, construction and other security regulations.

Exhibitors must also comply with rules and regulations as specified by work health safety laws.

These technical guidelines are contractually binding and are to be followed by the Organizers and exhibitors including the exhibition service and stand construction companies commissioned by them to perform work on site.

## IMPORTANT TO READ:

**Venue Rules and Regulations** - please [click here](#).

## SECTION 6: OFFICIAL CONTRACTORS

Electricity\ Booth Cleaning \ Stand fitting \ Graphics and Signage\ Booth construction\ Furniture

### Official builder contacts:

#### **GWORKS**

Email: [raymondton@gworks.com.sg](mailto:raymondton@gworks.com.sg)

Order forms: [click here](#)

### Hostesses & Temporary Staff Hire

#### **Valencia Yap**

Email: [valencia@refix.sg](mailto:valencia@refix.sg)

### Catering

#### **Stephanie Stoyanova**

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

## SECTION 7: SHIPPING INSTRUCTIONS

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

### Delivery & Logistic Services

Merkur Expo Logistics GmbH. has been appointed the official forwarding agent and clearance agent for this Conference and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

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

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

Kindly note that the official agent is the exclusive agent for move in and move out of the venue. Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

### Insurance of Goods

All cargo should be insured from point of origin.

### Exhibition Goods and Display Materials

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

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

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

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

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

You will then receive confirmation of your material arrival.

### Merkur Expo Logistics

Mr. Marco Dinges

Mobile: +49 (0) 175 5880292

Email: [marco.dinges@merkur-expo.com](mailto:marco.dinges@merkur-expo.com)

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

## SECTION 8: SUSTAINABILITY TIPS & TRICKS FOR EXHIBITORS

As we, at **Kenes Group**, seek to inspire sustainable development in our industry, we do our best to organize this event in an environmentally and socially responsible way.

We invite you to actively participate in our sustainability efforts by considering the enclosed **Sustainability tips & tricks**.

Let's work together on enhancing the event experience, meeting the expectations of our audience, and minimizing the wastage of time, resources and expenses.



### **Rethink your Booth Design!**

- ✓ When planning your stand, think of the many benefits of producing a stand that you can reuse at multiple events, not just for better sustainability, but also for cost efficiency.
- ✓ Design your booth and displays using environmentally responsible materials and energy efficient lighting if applicable.
- ✓ Choose the core elements such as walls, counters etc. from reusable materials.
- ✓ Choose recyclable carpets, vinyl flooring and other floor coverings.
- ✓ Design and word signage so that it can be stored and reused multiple times.



### **Plan Smartly your Set-up and Dismantling!**

- ✓ Follow the organiser's set-up schedule. Working on your stand outside the set hours directly affects the energy needed to keep the exhibition hall open and functioning.
- ✓ Use efficient, low energy consumption equipment.
- ✓ Make a conscious effort to minimize packing materials. Whenever possible, use environmentally responsible packing materials that are reusable, recyclable or biodegradable.
- ✓ Consider using materials or packaging that generate less waste at the end of the material's life cycle e.g. less volume or less weight.
- ✓ Participate in the facility's recycling efforts by recycling cardboard, freight boxes, plastic wrappings and other recyclable items during move-in and move-out.



### **Be Conscious of your Booth Presence!**

- ✓ Be sure to shut off any electronic devices outside of event hours to conserve power.
- ✓ Provide promotional items made of recycled, responsibly grown natural fiber, and non-toxic and biodegradable materials. Ensure items are useful, not merely promotional in nature.
- ✓ Giveaways with some imagination could also be electronic: free music downloads; free online subscriptions or free internet access.
- ✓ Instead of a giveaway, consider a donation to a special cause in the name of your booth visitor.
- ✓ Inform and train your staff about the environmentally responsible practices to be implemented during the event.



### **Reduce Carbon Footprint!**

- ✓ Use local staff in the booth if possible.
- ✓ Minimize transportation to and from the show site. Use biodiesel or alternative fuel shipping methods, or a [SmartWay hauler](#), where applicable.
- ✓ Where possible, travel by train. If travelling by plane, choose airlines that strive to reduce the environmental impact of their flights.
- ✓ At the destination, travel to your hotel and around the destination on public transport or shuttle buses, or group together for sharing a taxi
- ✓ For car rentals, choose electric or low-emission, and if possible, consider ride-share.



### **Measure & Share Your Learnings!**

If possible, we also encourage you to track your success, but more importantly be proud of your sustainability efforts and share your stories and achievements.

We'd love to hear about your best practices. If you'd like to share examples or new ideas with us, please contact us!

We truly thank you for helping to reduce the impact of exhibiting on the environment!