

EXHIBITORS MANUAL

Dear Exhibitor,

The following information provides you with everything you need to successfully plan your participation at this year's Annual Meeting. The easy reference guide enables you to access information about the event and provides links to the Milano Congressi (MiCo) Exhibitor Services and other order forms.

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Definitions

“The Event” – the 36th EACTS Annual Meeting, taking place in Milan, Italy, on Wednesday, 5 October - Saturday, 8 October 2022.

“The Exhibition” – the Trade Exhibition being held in conjunction with the previously mentioned Event.

“EACTS” – The European Association for Cardio-Thoracic Surgery.

“EACTS “- is the official organiser of the Trade Exhibition and commercial activities.

“The Exhibitor” – the term Exhibitor includes any person, firm, company, or corporation and its employees and agents to whom space(s) have been allocated for exhibiting.

“The Venue” – Milano Congressi - named as followed “MiCo”

“The Content” – refers to all written content contained within this Exhibitor Manual.

Venue

MILANO CONGRESSI (MICO)
Piazzale Carlo Magno, 1,
20149 Milano MI
Italy
T: +39 02 4997 6275
Email: info@fieramilanocongressi.it
Web: www.MiComilano.it/Home_en.html

No-Smoking Policy

Since tobacco is a major cause of cardiothoracic diseases, the EACTS would like to thank all participants and Exhibitors for refraining from smoking in the MiCo, including in meeting rooms, exhibition areas, restrooms, restaurants, and cafés, and within 250 meters of the main entrance/exit of the MiCo. Smoking is not permitted in the exhibition hall during stand build-up or dismantling.

Contact Information

EXHIBITION

EACTS

EACTS House
Berkshire SL4 1EU, UK
Tel: +44 (0)1753 832166
Direct Line for Exhibitor Queries: +44 (0) 1753 838 484
Booth Sales: Elvira Lewis Elvira.Lewis@Eacts.co.uk
Website: www.eacts.org

COMMERCIAL ACTIVITIES

(Advertising & Communications; Satellite Symposia, Techno College & Session Sponsorship)

EACTS

EACTS House
Berkshire, SL4 1EU, UK
Tel: +44 (0) 1753 832 166
Direct Line for Commercial Activities: +44 (0) 1753 838 482
Industry Relations: Sharon Pidgeon Sharon.Pidgeon@Eacts.co.uk

ALL INVOICING

EACTS

EACTS House
Berkshire, SL4 1EU, UK
Tel: +44 (0) 1753 832 166
Invoicing: Nisha Varma nisha.varma@eacts.co.uk

You may be contacted by companies, presenting themselves as "official contractors" and offering services, accommodation, travel, stand building etc. EACTS has not appointed any official contractors other than those listed in this document/on our website.

ACCOMMODATION

Official Housing Agency 2022
MiCodmc
P.le Carlo Magno 1 – 20149 Milan – Italy
Tel.: +39 0243426288
e-mail: eacts-MILAN.HOTEL@MICODMC.IT

HOTEL ACCOMMODATION FOR INDIVIDUAL PARTICIPANTS – up to 4 rooms

Please Click [HERE](#) to book online

HOTEL ACCOMMODATION FOR GROUPS

Group reservations for 5 rooms or more will be handled by separate contracts and regulations.

To submit an enquiry for a group booking, please contact MiCodmc by e-mail at EACTS-MILAN.HOTEL@MICODMC.IT providing the number of rooms needed, hotel category, and preferred location if possible. Please note that telephone reservations will not be accepted.

PLEASE BE AWARE!

There are several counterfeit websites and agencies – EACTS cannot guarantee any rooms/rates offered within these. If you are in any doubt as to the authenticity of such sites or companies, please notify the EACTS Executive Secretariat immediately.

SOCIAL EVENTS

For Social events, transportation, entertainment, and dinners please contact:
MiCodmc
P.le Carlo Magno 1 – 20149 Milan – Italy
Tel.: +39 0243426288
e-mail: eacts-MILAN.HOTEL@MICODMC.IT

CATERING

Compass Group Italia
Via Angelo Scarsellini No. 14
I-20161 Milan
T: +39 02480531
W: <http://www.compass-group.it/en>
Please note: the **minimum delivery** is € 55.00.
With **advance notice of just 24 hours**, they can organize every kind of event.
For any special requests, please contact catering.MiCo@compass-group.it.

ON-SITE HANDLING, INTERNATIONAL FREIGHT FORWARDER, AND CUSTOMS BROKER EUROPEAN INTERNATIONAL (FAIRS) LTD

Contact: Steven Maddock
Units 6&10, Skitts Manor Farm, Moor Lane
Marsh Green, Edenbridge, Kent TN8 5RA, UK
Mobile: +44 (0) 7730 435 411
Mobile: North America +1 702 366 3417
Skype: EUROpean_jc
Tel: +44 1732 860331; Cell UK/EU: +44 (0)7730 435 411; North America +1 702 366 3417
Fax: +44 1732 860331
Project Leader
Email: steven.maddock@european-intl.com
Operations Director
Email: jim.callaghan@EUROpean-intl.com

EXHIBITION SERVICES

The Venue is appointed as the Exhibition Contractor and they work with their dedicated exhibition partner to ensure all exhibition requirements are fulfilled.

There is a web shop through which you can order all the services listed below. MiCo will provide an email with individual login and passwords to the main contact as per the records in our database.

MiCo Services

- Audio-visuals
- Carpet
- Catering Services
- Computers and Peripherals
- Cooking equipment
- Custom Services
- Digital Printing Services
- Electrical Services
- Extra Cleaning
- Extra Time Work
- Fire extinguisher
- Flowers & Plants
- Furniture
- Hanging Services
- Insurance Coverage
- IT Services
- Parking
- Photo and Video Services
- Shell Scheme Packages
- Temporary Staff
- Vehicle passes and Staff name badges for Build-up and Break-down time
- Waste Collection
- Water & Compressed Air Connections

BAR CODE LEAD RETRIEVAL TECHNOLOGY

The EACTS Lead Retrieval app will enable your organization to scan visitor badges at your booth as well as symposia sessions. Following each day of the event, the primary contact for your booth may download an excel sheet report of all scanned badges. While the lead retrieval app is freely available via the app store and Google Play, your authorized company representative must first purchase activation codes from our secure EACTS member login area to make the app work.

OFFICIAL PHOTOGRAPHER
Rainer Mirau Photography
Vienna
Austria
T: +43 6506837780
Email: office@rainermirau.com
W: www.rainermirau.com

General Information

Accommodation

Official Housing Agency 2022
MiCodmc
P.le Carlo Magno 1 – 20149 Milan – Italy
Tel.: +39 0243426288
e-mail: eacts-MILAN.HOTEL@MICODMC.IT

HOTEL ACCOMMODATION FOR INDIVIDUAL PARTICIPANTS – up to 4 rooms

Please Click [HERE](#) to book online

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Accessibility

Location

MiCo - Milano Congressi is right in the centre of Milan, 4 km from the Duomo and just 5 minutes from Leonardo's *Last Supper*.

MiCo – Milano Congressi

VIALE EGINARDO – GATE 2

Main Entrance:

Only from viale Eginardo (Gate 2)

MiCo Milano Convention centre is right in front of the “Portello” underground station of the purple line. Just a few steps from the Citylife district and Corso Sempione

It is strictly forbidden to bring animals into the exhibition hall without prior authorisation from the Organisers.

Cash MACHINE, Banks, Currency & Credit Cards

Within MiCo there are two cash machines and are located on Level +1 respectively of MiCo South and MiCo North.

MasterCard, American Express, Visa, and Diners are also accepted by numerous hotels, restaurants, shops, and gas stations. However, it is advisable to carry some cash as well.

Catering Services

Build-up: Coffee, tea, refreshments, light snacks, and sandwiches during build-up will be available on a credit card payment basis.

Delegate Catering: There will be catering points in the exhibition area and other parts of the centre where delegates may purchase food and drinks on a credit card payment basis.

Compass Group Italia

Catering services at the MiCo are provided exclusively by Compass Group Italia.

Children

It is strictly forbidden to bring children into the Exhibition Hall without prior authorisation from the Organisers. Neither the MiCo nor the Organisers have adequate insurance cover to protect children whilst in the Exhibition Hall or conference areas. No one under the age of 16 will be permitted access to the Exhibition or Congress. This rule also applies to the children of Exhibitors and Contractors during the build-up, open and breakdown periods.

Cloakroom

A manned cloakroom will be open throughout the opening hours of the Annual Meeting. Items may be left at a nominal charge as listed below, per day.

€4,00 Coat, per day/ Luggage, per day

Co-Exhibitors

Partially or sub-leasing or otherwise relinquishing a stand to a third party, as well as private arrangements for the exchange of stands or floor space between Exhibitors is prohibited. Advertising material or signs of persons or firms other than those renting the space is prohibited.

Exhibitors wishing to assign or apportion any part of the confirmed exhibition space to a Co-Exhibitor must ensure that the Co-Exhibitor is accepted by EACTS. The fee is EUR 1500 + statutory sales tax according to European regulations. The corresponding invoices will be issued in EUR to the firm renting the space from EACTS.

Accepted Co-exhibitors submitting their details by **29 July** will be listed in the official Exhibitors part of the EACTS Final Programme App.

Each registered Co-Exhibitor will receive two nominative exhibitor badges under the name of the co-exhibitor company, allowing them to attend the Welcome Reception and the exhibition but not the Scientific Sessions.

Contractor Badges

Contractor badges must be worn always during build-up and breakdown. Exhibitors are therefore requested to ensure that their drivers/contractors/booth builders collect the relevant pass on arrival. The stand building access will be from via Colleoni, 20149 Milano (MI) **GATE 12A** and the pass will be collected there. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them. Contractor badges are obligatory.

Disabled Facilities

Exhibitors with a standing floor that is more than 20 mm higher than the aisle must install a ramp for wheelchair users.

MiCo and its buildings comply with all the standards in terms of elimination of architectural barriers and have ways of access and its paths can accommodate all visitors.

First Aid / Emergency

The First Aid room is located on the first floor of the South Wing of MiCo. Should you require first aid assistance, please contact the registration desk or any informed member of the Meeting staff.

Hospitality Functions

Exhibitors are requested to plan gatherings for the congress participants only in coordination with the EACTS Headquarters and not at the same time as social activities are being held by the Congress, such as the Welcome Reception. Exhibitors are not allowed to compete with the official programme of the EACTS Congress or to invite congress participants to social activities away from the MiCo during the hours in which scientific activities are being held by the EACTS. The Organisers request that they are notified of any hospitality functions that Exhibitors may be organising for delegates and their guests during the Meeting. The Organisers will maintain a master schedule of such events to be able to answer delegate queries effectively.

Planned EACTS Events

Thursday, 6 October	Welcome Reception Exhibition Hall 17:00 – 18:30 (registered delegates, exhibitors, and exhibition visitors)
Thursday, 6 October pm	EACTS VIP dinner for 80 EACTS officers and guests
Friday, 7 October pm	EACTS VIP dinner for 80 EACTS officers and guests
Friday, 7 October pm	EACTS General Assembly (for members only) 18:00 - 18: 45 (exact timing still TBC)

Insurance

The Exhibitor must have an All-Risks policy on the whole value of goods, machinery, equipment, and fittings taken into and/or used within MiCo, with a waiver of subrogation clause Fiera Milano Congressi, Fondazione Fiera Milano, Fiera Milano, their subsidiary and associated companies, the Organiser and any third party involved in the organisation of the event. In case of subrogation from its own insurer, the Exhibitor guarantees to hold the aforementioned Subjects harmless.

The exhibitor has a property "All Risks" policy provided by Fiera Milano Congressi, free of charge for the Exhibitor, for all goods, machinery, equipment, and fittings taken into and/or used within MiCo, with a limit of € 25.000,00.

Coverage also includes transport risks to and from the exhibition centre.

This insurance is automatically taken out by Fiera Milano Congressi for all Exhibitors, including them without any charge, in its own general policy which involves a limit of no less than € 100,000,000.00 (one hundred million).

The Exhibitor that suffers damage must go to the "Exhibitors Assistance" Desk to fill in a special form. In the event of damage caused by theft, the Exhibitor must also make a complaint to the police authorities or the Carabinieri / State Police. Such documentation must be presented to the Broker indicated by Fiera Milano Congressi.

With regard to that set forth by the previous articles, the Exhibitor and the Organiser accept that Fiera Milano Congressi is relieved from all liabilities, waiving the right to claim for all damages, direct and/or indirect, consequential damage or damage to image, loss of turnover etc.

The Exhibitor and the Organiser acknowledge that Fiera Milano Congressi shall not provide insurance service/policy or provide any benefit to the extent that the provision of such services or benefit would violate applicable law or expose Fiera Milano Congressi, Fondazione Fiera Milano, Fiera Milano, their subsidiary and associated companies, to any sanction, prohibition, or restriction under ONU Security Council Resolutions or under other trade or economic sanctions, laws, or regulations. Therefore, the Exhibitor and the Organiser under those restrictions, will not be covered by any insurance policy and release hereby Fiera Milano Congressi Fondazione Fiera Milano, Fiera Milano, their subsidiary and associated companies, against all liabilities for any harmful event that may be suffered within the Exhibition Centers available / owned/managed by the aforementioned subjects, nor will have any action, claim or request against such Subjects, for the aforementioned events.

Industrial Relations

It is recommended that all Exhibitors, their contractors, and sub-contractors within the exhibition halls conduct their industrial relations by good practice.

Any person carrying out work contrary to the requirements of the MiCo and the regulations of other competent local authorities will be required to stop work immediately and may be directed to leave the exhibition hall and the Centre.

Opening Times

EXHIBITION SCHEDULE / DATES & OPENING HOURS

Day	Date	Registration	Scientific Sessions	Satellites	Exhibition & Learning labs
Tuesday	4 October	16:00 – 18:00	-	-	-
Wednesday	5 October	08:00 – 18:30	TECHNO-COLLEGE 11:00 – 18:00	-	-
Thursday	6 October	07:00 – 18:00	08:15 – 17:30	12:45 – 14:00 & 18:00 – 19:15	09:00 – 18:30 Welcome Reception 17:00 – 18:30
Friday	7 October	07:45 – 18:00	08:15 – 17:30	12:45 – 14:00	09:00 – 17:00
Saturday	8 October	07:45 – 18:00	08:30 – 17:30		09:00 – 14:00

N.B. Times may be subject to change.

Meeting Programme

For full details regarding the programme, including registration information, see our website. For further information, please review the online programme:

[Programme \(y-congress.com\)](http://y-congress.com)

Parking

More information can be found in the MiCo Web Shop / Useful Documents / Technical Regulations

NORMS FOR ACCESS AND MOVEMENT OF VEHICLES

The Congress Centre sends to each exhibiting company an e-mail containing a link through which to record data of the vehicles that must access and circulate within the area of MiCo. After the inclusion of the data, the exhibitor will receive the Pass for the vehicle that gives it the right to the entrance, movement, parking and strictly the loading and unloading operations, and it must always be attached and visible on the vehicle. Bear in mind that the movement of vehicles in MiCo is governed by the Italian Rules of the Road. It draws attention to the strict observance of the horizontal and vertical signs and the speed limit prescribed by the Congress Centre of 30 km/hour. A penalty will be applied as set out in Art. 10 for each offence, in addition to the withdrawal of the access pass. It is forbidden to park vehicles in correspondence to vehicle passageways, hydrants, safety exits, in the vicinity of the crossings, as well as in areas in front of the public utility services (First Aid, Fire service, etc.). The Congress Centre reserves the right to remove the vehicle without notice, charging the relative costs to it. Due to the intensity of the traffic of cars and lorries on the roads of MiCo, during the period of set-up and breakdown, drivers are required: - to strictly observe the paths and parking areas indicated by MiCo using for the supervision of traffic; failure to comply with the provisions of the Personnel for supervision of internal traffic will bring about the withdrawal of the access pass. - to restrict the stop for the loading and unloading of goods operations (max 2 h). A penalty of € 50,00 will be applied for each additional hour as per Art. 10.; - to not leave

parked lorries (even in case of failure) within the areas of MiCo from the hours of 8:00 pm to 7:00 am. In the event of extended opening hours, no later than the closing time of MiCo. Overnight parking is prohibited. There will be a penalty as set out in Art. 10 in case of non-compliance. Articulated lorries and articulated buses do not have access to the area of MiCo during the last day of set-up and the first day of breakdown, any request for extension can be taken into consideration only in exceptional cases and the authorisation must be requested from MiCo.

Security

For security reasons, identification badges supplied to personnel **must be worn always**. There will be no admission whatsoever to unauthorised personnel. General security will be provided during Meeting opening hours; however, we strongly recommend that items of value are locked away when the exhibition is closed. Exhibitors wishing to book additional overnight guards for their booths need to order them from the service provider's webshop. The Organisers reserve the right to expel any person whose behaviour or clothing is considered incompatible with the Event's image or who refuses to comply with local safety regulations.

Signage

Directional signage for both the scientific sessions and the exhibition will be provided by the Organisers. Exhibitors are prohibited from erecting their signage or posters anywhere within the exhibition halls and the meeting areas, other than in their own booth. All signage within booth areas must be approved by the Organisers in advance.

VAT

Exhibitors are responsible for the payment of all rates, taxes and duties in respect of their Booth. VAT numbers are required from all Exhibitors within the European Union. The customer is liable to account for output VAT under the reverse charge mechanism.

Venue

The 36th Annual Meeting will be held at the MILANO CONGRESSI (MiCo). The Exhibition is centrally located in close vicinity of the catering area and the session rooms. The Exhibitors can be assured of excellent facilities.

Please have a look at MILANO CONGRESSI (MICO), www.MiComilano.it/Home_en.html, the venue for this year's event.

Waste Disposal

The exhibitor / Organizer and his appointees are jointly and severally liable for the proper disposal of waste products within the exhibition area assigned, ensuring that all the provisions and the directives on the protection of the environment, the production and waste disposal are also complied with from companies that operate on its behalf. It is forbidden to leave any type of waste material in common spaces (aisles, loading bays, etc.). Waste must be removed daily, providing for disposal in compliance with the laws in force. The collection, possession, transportation, storage, and disposal of waste must be carried out in compliance with Legislative Decree n. 152 of 2006 and subsequent amendments and supplements. Uncontrolled storage and/or dumping of waste is prohibited by law and constitutes a criminal offence. If necessary, Fiera Milano Congressi will notify the competent authorities.

Exhibition and Learning Labs

Access to the Exhibition/Learning Labs

Access to the Exhibition and Learning Labs during opening hours will be granted only to people registered for the Congress and wearing their badges.

Access to the Exhibition and Learning Labs before opening and after closing, during official congress days, will be granted only to Exhibitors wearing their Exhibitor badge. This includes all hired staff such as technicians, decorators, artists, speakers, hostesses, etc.

Constructor badges for delivery and set-up and need to be ordered via a designated file, Contractor registration for build-up and breakdown. To access and move within the area of MiCo, the Organiser / Exhibitor and/or the Personnel of the companies that operate on its behalf can only do so with an authorised badge/access pass, compiled by the Exhibitor or the head of construction of the stand using the forms transmitted by Fiera Milano Congressi together with the document "Provisions for assembly and breakdown operations".

Misuse of Exhibitor badges or any other method used to assist unauthorised personnel to gain admittance to the exhibition area will be cause for the exclusion of the Exhibitor and representatives from the exhibition area.

Build-up and Breakdown Badges

Build-up and breakdown badges must be worn always during build-up and breakdown. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them. Build-up and Breakdown badges are obligatory, and Exhibitors are therefore requested to ensure that their drivers/contractors/booth builders are issued with wristbands.

Please ensure that everyone who needs access during build-up and breakdown is registered in advance to ensure a quick flow-through when arriving at the MICO. They can also register on-site at the applicable registration point, if necessary, but this may result in waiting times.

Please find the link to register for vehicle passes/staff name badges for build-up and breakdown in the Exhibitor Services web shop at the bottom of the build-up and breakdown section.

Please provide this information **NO LATER THAN 25 September 2022**.

Timetable

Construction of Exhibition Stands / Learning Labs Sites

Day	Date	Time	Type of Booth
Tuesday	4 October	07:00 - 13:00	Move-in; Space only "Island" booths; self-builds in inline locations.
Tuesday	4 October	13:00 - 19:00	Build-up; Space only "Island" booths; self-builds in inline locations.

Wednesday	5 October	07:00 – 22:00	Build-up; Space only “Island” booths and self- builds in inline locations.
Wednesday	5 October	12:00 – 22:00	Build up; Shell scheme/Inline exhibitors
Thursday	6 October	09:00	(*all booths MUST be ready by this time)
Thursday	6 October	09:00	Exhibition Opening
Thursday	6 October	17:00 – 18:30	Welcome Reception

N.B. Times may be subject to change

SPECIAL NOTE – CLEARANCE OF GANGWAYS

We shall be carpeting the gangways of the exhibition halls on Wednesday 5 October.

It is essential, therefore, that gangways are clear of exhibit boxes on 5 October at 16:00 so that the cleaning staff can start with the cleaning of all areas.

Exhibits or boxes obstructing the gangways will be removed by the Organisers and any cost for such removal will be charged to the exhibitor concerned.

Stand builders can work within their dedicated booth areas from 18:00 – 22:00 but the gangways must be free of material.

DUE TO THE CARPETING OF THE HALLWAYS IN THE EXHIBITION HALL, EXHIBITORS ARE NOT ALLOWED TO USE TRANSPALLETS OR TROLLEYS ON WEDNESDAY 5 OCTOBER AFTER 16:00. ANY DAMAGES TO THE AISLE CARPET WILL BE CHARGED TO THE EXHIBITOR CONCERNED.

All exhibition stand construction must be completed, and the stand fully operational by 09:00 on Thursday 5 October, by which time aisles must be cleared of exhibition material, empty boxes and crates, and trucks should have left the exhibition area. An informal reception at which drinks and canapés will be served will be held in the Exhibition areas for registered delegates, exhibitors and exhibition visitors from 17:00 – 18:30.

Dismantling of Stands

Day	Date	Time
Saturday	8 October	14:00 – 24:00
Sunday	9 October	08:00 – 12:00*

*Hall to be clear of all stand fitting materials and boxes by 12:00

Please note, before real dismantling can start, the MiCo need a couple of hours (14:00 – 16:00) to remove aisle carpet and prepare aisles to get empties.

N.B. Times may be subject to change

No prior dismantling is allowed. All exhibits, booth fitting and display materials must be removed by 12:00 on Sunday 8 October. Exhibitors will be charged for unauthorised use of additional time and for the disposal of any materials remaining in the halls after this time including any consequent venue hire costs.

International Freight Forwarder, Customs Broker and Onsite

Handling

EACTS has appointed European International (Fairs) Ltd as the official freight forwarder, customs broker and on-site handling contractor.

Exhibitors may use their freight forwarding agencies for both delivery and collection of exhibition freight; however, European International (Fairs) Ltd has been appointed as our official on-site handling contractor and is the only company allowed to manage the operation of forklifts at the venue. We strongly advise contacting the appointed freight forwarder for all transportation of goods offloading, storage of empty cases and related services. Please note due to fire regulations it is not permitted to store empty packing materials inside halls or behind your booths during the exhibition. Please refer to the link below.

http://files.european-intl.com/showforms/eacts_mi.pdf (manual insert, basic information which will then link to:

http://files.european-intl.com/showforms/eacts_sit.html (main instructions)

Here you will find the full shipping instructions with links to all forms, labels, commercial invoices, methods of shipping and our worldwide recommended shipping partners.

It may be necessary to allocate time slots for accessing the loading zone depending on the local situation. These slots are allocated by European International, and you will be informed accordingly.

EACTS/European International can accept no responsibility for goods not delivered.

Booth Specifications

Exhibitors have the option of taking either 'island/raw space' or 'inline/shell scheme' site. However, the booth price quoted does not include the cost of the shell scheme and is non-negotiable. Please refer to the EACTS booth allocation notification for the type of booth allocated.

The exhibition hall is a centrally located high-ceilinged area, which facilitates smooth loading and two stand configurations:

Island / Raw Space

Island sites (stand with four sides open to the public)

The maximum height is

Island booths = 4m

Inline booths = 2.5m

Exhibitors taking space-only booths, whether on an island or inline/shared sites, must submit detailed booth plans to the Organisers (Elvira.lewis@eacts.co.uk) for approval as soon as possible and **NO LATER THAN 6 August 2022**. **EACTS will collate all booth plans and after checking if their rules and regulations are adhered to, will send them to the MICO for approval.**

The plan should contain the following information:

1. The general layout of the booth including any specific features; height; widths of gangways and position of exits; the position of any temporary barriers and turnstiles, platforms, temporary covered walkways, and storage areas.
2. Of any special electrical, mechanical, or heating apparatus including anything which might affect the general ventilation and any other apparatus involving special risk.
3. Of the arrangement and position of any booth which is designed to use any exhibit which may affect personal safety. The use of flammable gas is not permitted without prior written permission from the Organisers.

The building of **two-tier** or **'double-decker'** booths is not permitted.

Inline sites (stand in the middle of two stands, one side open to the public, including corner sites (stand at the end of a stand row, two sides open to the public)).

The maximum height of the side and back walls facing neighbouring stands is **2.30m due to the beams of the shell scheme.**

Shell scheme is COMPULSORY for all In-line stands that are sited adjacent to other booths. Shell scheme is not included in the price and must be ordered at an additional cost via the service provider order form.

There are two shell scheme options which can be viewed and ordered via the MICO.

In-line sites: Shell scheme - see shell scheme templates, **max build height 2.5m**

Shell scheme is available to all stands and is charged as an additional cost via the service provider. **The shell scheme is compulsory for all stands that are sited adjacent to other booths.** The shell scheme options are as follows.

- **Shell Scheme 1**
White laminated panels with a natural aluminium frame
height 2.50m
Fascia board with company name and booth number
height 30 cm
LED spotlights
Electrical line with multiple sockets – up to 3 KW
Carpet flooring 9 sqm
Pre inauguration cleaning
Price: €422 + VAT
- **Shell Scheme 2**
White laminated panels with a natural aluminium frame
height 2.50m
Fascia board with company name and booth number
height 30 cm
LED spotlights
Electrical line with multiple sockets – up to 3 KW
Carpet flooring 9 sqm
Rectangular table with 3 chairs
Wastepaper bin (1)
Coat hanger (1)
Pre-inauguration cleaning
Price: €475 + VAT

N.B. Prices may be subject to change.

Additional items must be ordered separately (vice MiCo webshop) at a further cost.

THE ORGANISERS REQUIRE ALL STANDS TO BE COVERED WITH NON-ADHESIVE CARPETING.

The maximum height for displays inside the shell scheme is 2.5 metres. Nothing may be screwed, nailed, or glued to the face of the panels nor may any part of the shell scheme be damaged or disfigured in any way. Should any damage occur, the Exhibitor will be invoiced for any dilapidation costs incurred.

THURSDAY 5 – SATURDAY 8 OCTOBER

The Learning Labs will be specifically set aside for the industry to organise their own 'Hands-on' workshops, including wet and dry labs and any other small practice sessions. These sessions will not form part of the official scientific programme of the Annual Meeting. Sessions should be scheduled at pre-defined times, offered to delegate on an invitation-only basis, and restricted to a maximum of 10-15 people per session.

The rental is for bare floor space only but does not include carpet, furniture installations, electricity, walling etc., is an additional cost and can be provided via your contractors or via our contractor, MICO, other orders will have to go via the main suppliers via the exhibitor manual.

To avoid any confusion with the exhibition, please clearly indicate your Learning Labs unit number on any such orders.

Build-up and breakdown times

The same build-up and breakdown times as the exhibition will be treated in the same way via European International.

Graphics

Exterior graphics are allowed on internal & external walling.

AV

Companies are permitted to have 1x external LCD screen on the entrance wall advertising their programme or branding for the organisation. Portrait or landscape format permitted but it should not exceed 48 inches (no sound permitted).

Entrance

You can make a design feature of the entrance provided it is WITHIN the allotted area and does not come outside it.

Exhibitors taking a Learning Labs site, must submit detailed plans to the Organisers for approval as soon as possible and **NO LATER THAN** 6 August 2022.

The plan should contain the following information:

1. The general layout of the Learning Labs space including any specific features; height; widths of gangways and position of exits; the position of any temporary barriers and turnstiles, platforms, temporary covered walkways, and storage areas.
2. Particulars of any special electrical, mechanical, or heating apparatus including anything which might affect the general ventilation and any other apparatus involving special risk.
3. Particulars of the arrangement and position of any booth which is designed to use any exhibit which may affect personal safety. The use of flammable gas is not permitted without prior written permission from the Organisers.

Flooring

The load-bearing capacity is 2.500kg/m² in the Exhibition Hall. The floor in the exhibition hall is not carpeted but has a very good floor. Exhibitors are responsible for the carpeting of their stand areas. Care must be taken to avoid damaging the floor of the exhibition hall and Exhibitors with sharp-bottomed displays must provide adequate protection in this regard. Any preparation necessary at the end of the exhibition will be charged to the Exhibitor concerned. Exhibitors with a stand that is more than 2,5 cm higher than the aisle must install a ramp for wheelchair users.

The pavilions (except for a few limited areas) are provided with a centralised network of water distribution of supply and discharge. The service can be requested using a special form on the Exhibitor Services Website which are indicated rates and related provisions. The MICO can only supply water to the stands that have a water duct available on their own both costs of any additional platform or material to hide this installation will be assumed by the exhibitor.

When you order electricity, water, the internet, and carpet, please indicate that you have a raised floor.

THE ORGANISERS REQUIRE ALL STANDS TO BE COVERED WITH NON-ADHESIVE CARPETING.

Rules and Regulations: Invoicing and Cancellation

Cancellation

After confirmation of receipt, the booking form signed by the Exhibitor is already a binding agreement. If an exhibition space confirmed in writing must be cancelled by the Exhibitor, written cancellation of the total or partial exhibition space will be accepted under the following conditions:

Cancellation or reduction of space

1. CANCELLATION BY EACTS

If the Annual Meeting cannot be held due to events beyond the control of EACTS and is subsequently cancelled, postponed, moved or changed due to, including, but not limited to:

- An event of "Force Majeure" meaning an event beyond the reasonable control of EACTS, which prevents EACTS from complying with any of its obligations, including but not limited to:
 - act of God (such as but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods);
 - war, hostilities (whether war be declared or not), invasion, an act of foreign enemies, mobilisation, requisition, or embargo, national mourning.
 - rebellion, revolution, insurrection, military or usurped power, or civil war.
 - contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.
 - riot, commotion, strikes, go-slows, lockouts or disorder closure of airports and train stations.

- acts or threats of terrorism.
- Any reason(s) beyond EACTS's or any of its suppliers' control that prevents or substantially hinders the plan of holding the Annual Meeting.
- Any event of any potential health risk (for example, a pandemic or epidemic situation and other major health risk). EACTS' statute as an international health association compels EACTS to pay particular attention to the potential health risks for participants and their patients and to take all necessary measures, including cancellation or postponement of the Annual Meeting, in such a situation where it deems appropriate (in its sole discretion).

EACTS cannot be held liable by participants for any damages, costs, expenses or losses incurred, whether directly or indirectly, as a result of the cancellation, postponement of the Annual Meeting or if it decides to hold the Annual Meeting remotely, such as transportation costs, accommodation costs, financial losses, etc.

Under any of the above circumstances, EACTS reserves the right to retain the total charge for booth space and transfer it to the 36th EACTS Virtual Annual Meeting. EACTS shall have the right to hold the 36th EACTS Virtual Annual Meeting online with participants accessing the meeting remotely where it deems that this is the most appropriate option. However, if EACTS does not hold the 36th EACTS Annual Meeting virtually then, EACTS may have the option of either transferring the booth fee to the 2023 Annual Meeting or shall refund the fee in full.

Individuals take part in the 36th EACTS Annual Meeting at their own risk and are responsible for their own health and travel insurance arrangements.

2. CANCELLATION BY THE CLIENT

EXHIBITION & LEARNING LABS SUITES

Cancellation or reduction of space

Notice of cancellation of allocated booth space must be given to the EACTS Secretariat in writing at the address on the Booth Application Form. For any cancellations before **15 July 2022**, a cancellation charge of 25% of the total charge for the booth will be made and a refund of any charges already paid in excess of this amount will be made to the Exhibitor. Cancellations received after **15 July 2022** but before 5 August 2022 will be liable to a charge of 50% of the total charge for the booth. The Organisers will endeavour to re-let the booth space not required by the Exhibitor, but if they shall be unable to do so, the Exhibitor shall remain liable to pay the full charge for the booth space allocated. The Exhibitor will be liable to pay the full charge for the booth space if notice of cancellation is received after **5 August 2022**.

Invoice / Payment for Booth Space

An invoice will be sent as soon as the stand location is confirmed. Invoicing of payments for floor space and any additional requests will be made in Euro (EUR). Payments must be made free of the bank and other charges for the beneficiary.

The Exhibitor shall pay the total cost of the booth(s) allocated within 14 days of the date of the invoice issued by the Organisers. If the invoice is not paid by this date the Organisers may re-allocate the booth space to another Company without any liability to the Exhibitor. Payments must be made by bank transfer in Euro. All the Organisers' charges are exclusive of any applicable Value Added Tax, for which the Exhibitor shall be additionally liable. The Organisers shall have the right to refuse to permit the Exhibitor to occupy or use the booth until all sums due to the Organisers from the Exhibitor have been paid.

Rules and Regulations: Basic Regulations

Basic Regulations

The exhibition space rented is delineated by and limited to, the surface area in sqm and to a maximum height of 4 m for island booths including any platform, 2.50 for In-line (shell scheme) booths. The maximum height of the side and back walls facing neighbouring stands is 2.50 m (including a platform). The height restriction applies to anything on or within the stand, including platforms, objects, or individuals. Where appropriate, Exhibitors must erect walls between neighbouring stands at their own expense.

Walls must not be constructed across an entire side of an open stand. No exhibitor shall erect perimeter walling, screens or other structures that impede/obstruct the view of neighbouring booths. Perimeter walling and/or screens must not extend beyond 20% of the total length of any side of the booth. Screen(s) and/or monitors must not exceed the maximum height of 2 metres and must be sited a minimum of 1 metre from the aisles or gangways of the Exhibition Hall.

Any stand that does not comply with these rules will be forced to make the necessary alteration before the Exhibition is opened. The company is kindly asked to pay special attention to these details to avoid any difficulties for you or your partners.

Covid-19

We look forward to welcoming you to Milan for the [36TH EACTS ANNUAL MEETING](#). To ensure the safety of all those attending, we are aligning our health and safety measures with the Italian Health Ministry's COVID regulations. However, you must take personal responsibility to travel safely and keep abreast of the regulations in your own country, as well as in Milan.

Before you travel

Before you travel to Milan, please check the applicable entry requirements for the country you are travelling from along with any regulations for your return travel. You can check requirements via the Italian Ministry of Health website: [NOVEL CORONAVIRUS \(SALUTE.GOV.IT\)](#) You should also check the regulations your airline or transport provider may have in place about pre-travel Covid-19 testing and mask etiquette.

When you arrive

All travellers should follow the advice of the local authorities on how best to protect themselves and others. Be aware that safety measures in place may change quickly to control the virus.

At the venue

Your health and safety whilst on-site in Milan is our primary concern. The MiCo Convention Centre is fully operational with a full COVID protocol in place – further details can be found via the MiCo website https://www.micomilano.it/Sites/MiCo/Download/Pdf/Covid_Novita_en_v3.pdf

Several safety and prevention protocols will be set in place for the event including:

Personal shielding – wearing of an FFP2 face mask is currently suggested

Hand sanitiser stations will be available throughout the building

Increased cleaning and disinfection in all areas

Stand Design

The following rules are designed to create a comfortable and open exhibition space for delegates and exhibitors alike. We aim to encourage the most effective use of island spaces, and this means keeping the view through the Exhibition as free as possible, not overshadowing or obscuring the view of neighbouring stands and keeping open-sided stands as accessible to exhibition traffic as possible.

1. When designing the stand please ensure that all fixtures (touch screens, reception desks, display cases etc.) are constructed at least 1 metre from the parameter of the stand space. This is to ensure that delegates viewing your materials, devices, products, display etc. can stand on your booth rather than in the walkway. The maximum height of any fixture or fitting at the edge of the stand is 2 metres.
2. Perimeter walling must not extend beyond 20% of the total length of any side of the booth.
3. Screens and/or monitors must be sited a minimum of 1 metre from the aisles or gangways of the Exhibition Hall. The content shown must be relevant to the theme of the event, or educational value or be relative to science and medicine.
4. The maximum height of a solid wall is 2 metres.
5. The maximum height for side and back walls connecting to another stand directly on the stand perimeter is 2 metres. This is to ensure that neighbouring booths are not overshadowed and to comply with standard sizes or other types of the stand.
6. All parts of side or back walls that could be visible from a neighbouring stand must be completely white and clean, with no visible signage, cabling, etc.
7. The maximum height of construction for banners, signage, towers, rigging, etc. inside the stand (minimum distance 1 metre to the stand border) is 4m, measured from the floor of the exhibition hall. Towers and other solid constructions higher than 2 metres must not cover more than 20% of the open side of a stand or block more than 50% of the view from one side of a stand to another. Banners that hang all around the rigging above the stand with a closed surface may have a maximum depth of 1m. This is to allow for a large enough gap between the walls on the parameter of the booth and the rigging banners to ensure a clear view through the stand.
8. Open sides must remain at least 80% unconstructed. This rule does not apply to fixtures such as reception desks, posters, etc. but to solid walls that restrict the view through the stand and block access to the delegates.
9. Exhibitors should be aware that the construction of stands at certain venues may be affected by the positioning of service outlets or pillars if a service outlet must be shared by a neighbouring stand, Exhibitors are advised to build raised floors. Exhibitors will be advised of such a situation before entering a contract. There is no discount offered in such instances.
10. As there may be some instances where the interpretation of the guidelines is in dispute, we remind Exhibitors that the overall principle for guidelines to stand design is to ensure a well-designed and open Exhibition for the delegates and fairness for all Exhibitors. The EACTS, therefore, reserves the right to pass an overall judgment on a stand design in favour of this principle.

All island projects must be submitted to EACTS for approval. EACTS will evaluate if the projects conform to the EACTS rules. Exhibitors will not be permitted to construct booths without approved

designs. If a booth is constructed outside the specifications of the approved designs, the EACTS will insist on modifications to the design or undertake any measure they deem are needed to impede the use of the exhibition booth.

It is a requirement of the venue, MICO, that their regulations be strictly adhered to always. Please ensure that all your stand personnel and contractors are fully conversant with those documents.

COMPLEX STRUCTURES:

A complex structure is any form of construction which would normally be designed by an engineer and/or has through a risk assessment, been found to provide a significant risk.

Examples include:

- Viewing platforms
- Suspended items
- Roped walkways/ramps
- Sound/lighting towers
- Temporary tier seating
- Platforms and stages at 300 mm or higher
- Stands with horizontal structures, vertical structures, false ceilings, with free span greater than 4.00 m for wooden structures,
- Stands with horizontal structures, vertical structures, false ceilings, with free span up to 8.00 m for metal lattice structures
- Stands with a clear height at the intrados greater than 4.00 m

Permission to build any complex structure will not be given until receipt of the following documents:

- Detailed scaled structural drawings
- Calculation for the structure
- Risk Assessment
- Method Assessment
- Indication of the weights of the materials to be used (structures, lights, electric cables, etc.),
- Load hypothesis of the structures and verification of the stresses induced on structures and anchors.

Damage to Exhibition Buildings, Fixtures Fitting

No painting is to be carried out in the exhibition hall. The fixing of display material to the shell scheme will be permitted only by the methods stipulated by the Organisers. No nails, screws or other fixtures may be driven into any part of the exhibition building, including floors. Nor may any part of the exhibition building be damaged or disfigured in any way. Should any damage occur, the Exhibitor responsible shall be liable for reparation charges incurred.

Distribution of Promotional Material

No Exhibitor shall place signs or distribute promotional material in any area not designated for such purposes by the Organisers. Any such materials placed in non-designated areas shall be removed. No Exhibitor may conduct surveys or distribute print items, promotional samples, or other materials in the exhibit hall unless it is within the parameters of his own booth space. Non-Exhibitors are not allowed to display any material in any part of the congress centre.

Oily/Dirty Exhibits

Oily or dirty exhibits are not permitted unless specifically approved by the Organisers before the Exhibition opening.

Safety of Exhibits & Displays

Machines with moving parts, hot surfaces, points or sharp edges must either be fitted with appropriately anchored screens or casings or, as a minimum requirement, set 1m back from the gangways. When these machines are on display, an area must be cordoned off to ensure that all dangerous parts are out of reach of the public. If machines with hydraulic jacks are displayed with the jack fully extended, a mechanical device must be fitted in addition to the hydraulic safety devices on the jack, to prevent accidental collapse. All machines must be stabilised to prevent them from overturning.

Rules and Regulations: Activities on Exhibition Stands

Activities on Exhibition Stands

The EACTS encourages Exhibitors to offer delegates an interesting, educational and interactive experience on their stands. While we wish all sponsors the best return possible for their support of the Congress, we ask Exhibitors to adhere to the following guidelines for interaction with delegates.

In all instances, Exhibitors must allow enough space for participants to take part in activities on the stand of the Sponsor. Any stand with activities causing delegates to participate from the walkways will be asked to halt the activity.

- Annoyance: EACTS reserves the right to stop any activity on the part of any Exhibitor that may annoy other Exhibitors or visitors. Business must be conducted only from the Exhibitor's own stand. Under no circumstances may this be carried out in a gangway or elsewhere within the Exhibition.
- App: The EACTS does not permit the creation of apps that relate to the Annual Meeting and its scientific programme. If Sponsors create apps that are to be used by delegates during the Annual Meeting, Sponsors must insist that the apps are downloaded ahead of the Congress and that the congress Wi-Fi network is not used for this purpose. In addition, no reference should be made to the EACTS, the EACTS Annual Meeting in the title of the app, the keywords associated with an app for search purposes and the app may not include EACTS or Congress imagery within its content.
- Charitable initiatives: Charitable initiatives are permitted but should be limited to the exhibition stand. Exhibitors should seek approval from the EACTS office to ensure there is no conflict with other initiatives.
- Demonstration of Exhibitor's products: perfectly acceptable on the stand, Exhibitors are not allowed to organise/advertise workshops or other sessions, or any other scheduled event that might conflict with the EACTS Scientific Programme.

- Food on the stand: Exhibitors may offer delegates drinks and cold food. Exhibitors are asked to refrain from the serving and preparation of hot food as the accompanying odours can affect neighbouring stands and exhibition walkways.
- Games prizes/giveaways: Gifts should have a limited value which complies with the national guidelines of the country in which the Congress will take place. The gift should be of educational value or be relative to science and medicine.
- Market research activities: Research is only allowed inside the booth, without exception, otherwise EACTS reserve the right to immediately stop all activities. Please ensure that the staff hired to conduct such activities are fully aware of this clause. It is not permitted for companies to undertake market research into the EACTS its activities or features of the Congress anywhere in the congress centre. Videoing of interviews with individuals by video or audio crews is not permitted in the congress centre.
- Microphones/audio-visual equipment: The use of microphones and the playing of videos or music must be limited to a maximum level of 80 decibels; however, if the noise is clearly and unreasonably affecting a neighbouring stand EACTS retains the right to insist on the sound is reduced to an acceptable level even if the acceptable level is lower than 80 decibels.
- Photography: The photographing of booths is not permitted during the build-up/breakdown of the exhibition unless the photographer is engaged by the Exhibitor to take photographs of their stand and can avoid the inclusion of neighbouring 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 of photography equipment would cause an obstruction or danger to delegates/staff visiting or working in the exhibition hall.
- Publicity material: Any publicity material shall be displayed and/or given away only from the Exhibitors own stand
- Quizzes and games: Any quizzes and games should focus on the scientific and medical subject matter. In all instances, the correct answers to the quiz must be made clear to the delegate participating in the quiz either verbally or in writing. Microphones are discouraged but allowable if the noise levels do not carry unreasonably on to another stand. Inappropriate games and activities are not allowed in the exhibition area, activities must relate directly to scientific and medical practices. Examples of disallowed practices include computer golf games, skiing games, portrait painters or photographers etc.
- Selling of Products: The sale of products and services will be not allowed on the exhibit floor. No signage or advertising of product pricing will be allowed. No sales or solicitation will be permitted in any EACTS Annual Meeting space, the Exhibition Hall or the Exhibitor's assigned booth. All exhibitors must adhere strictly to this rule.
- Video recording: Exhibitors can take video recordings, but all equipment and camera crew must stay within the parameters of the exhibition booth. Videoing of other Exhibitors and their materials, EACTS Congress features or any EACTS sessions is expressly forbidden.
- Webcasting: Without special approval of EACTS webcasting is prohibited.
- Wi-Fi connection: is available free of charge throughout the Venue. However, this is unsuitable for downloading large files. Wired internet can be ordered, and we would recommend having this connected to your Exhibition Stand or /Satellite/Hospitality room. This can be ordered from the Venue.
MiCo WIFI: Exhibitors are not allowed to use personal Hot-Spot Wi-Fi (Access Points, ad hoc networks, Tablets or Smartphones used as 3G/4G hot-spots) if not after having obtained specific authorisation. The massive use of these wireless hot spots affects the use of the channels in the 2.GHzhz and GHzhz radio bands, to the detriment of all congress users. Fiera Milano Congressi is authorised to use the IDS/IPS (Intrusion Detection/Intrusion Protection System) function on its own Wi-Fi system in order to limit and isolate "rogue" or unauthorised Access Points, in order to ensure the safety of the Wi-Fi network and connections of congress users.

Canvassing

No Exhibitor shall place signs or distribute promotional material in any area not designated for such purposes by the Organisers. Any such materials placed in non-designated areas shall be removed. No Exhibitor may conduct surveys or distribute print items, promotional samples, or other materials in the exhibit hall unless it is within the parameters of his own booth space.

Market Research Companies

Market research companies are only allowed to conduct research under the following rules:

- The company must rent a minimum of 9 sqm of exhibition space or must be integrated into the exhibition stand of another company. The integration with this other company must be declared to EACTS.
- Research is only allowed inside the booth, without exception, otherwise EACTS reserve the right to immediately stop all activities. Please ensure that the staff hired to conduct such activities are fully aware of this clause.
- It is not permitted for companies to undertake market research into the EACTS Annual Meeting, its activities or features of the Congress anywhere in the congress centre. Videoing of interviews with individuals by video or audio crews is not permitted in the congress centre.

Exhibition Desk and Exhibitor Registration

Exhibition Desk

The Organisers will provide an Exhibitors Enquiries Desk which will be situated in the exhibition hall or the general registration area during the build-up, breakdown and exhibition opening hours.

All exhibition enquiries should be directed to this Desk. Messages for Exhibitors may also be left at the Desk.

Exhibitor Registration

Complimentary Exhibitor Badges & Complimentary Delegate Badge

Each Exhibitor is entitled to several complimentary badges by the size of the exhibition stand as stated in the table below. Additional badges will be charged at €100 (incl. VAT). The indicated number of complimentary Exhibitor badges and complimentary delegate badges can be ordered free of charge until 9 September 2022. Therefore, the Exhibitors are strongly advised to register their representatives and staff online before 9 September 2022.

You can register onsite in Milan however this will be more expensive than registering yourself via the EACTS User Area which you can do at any time before badge collection.

EXHIBITOR BADGES

Exhibitors must apply for the complimentary Exhibitor badges with individual names & emails for all their representatives and staff on the company stand, including local staff (e.g., hostesses) hired by an agency. These badges entitle the holder to attend the Exhibition, their Symposium, and the Welcome Reception but not the Scientific Sessions. They are personal, non-transferable and must be worn always. Replacing or supplementing this identification with business cards, ribbons or company logos is not permitted.

For security reasons, Booth personnel must wear their EACTS name badges always. Please complete the relevant section of your <https://membership.eacts.org> with the names of the personnel for whom you require badges.

The deadline for providing this information is Friday 9 September 2022. After the 9 September deadline, online registration for exhibitor badges is still possible. The price for additional badges is €100. Therefore, the Exhibitors are strongly advised to register their representatives and staff online before 9 September 2022.

9 September 2022 – All registrations after this date must be paid in full by credit card – no exceptions

9 September 2022 – Cancellations after this date will not receive a refund

Any registration that is showing as UNPAID on-site in Milan must be paid in full by credit card before any badge will be issued – should evidence be provided after the event that a duplicate payment has been made then the on-site payment will be refunded in full.

Badges will not be mailed in advance. The main contact as per our database will be provided with an exhibitor registration confirmation for each badge in their EACTS account. This confirmation will contain a QR code which should be printed out and distributed to staff members and brought to Milan so that everyone can print their badges. It will be possible to do this at any desk in Milan.

Facial Recognition Registration

To provide a Covid safe, touch-free, check-in in Milan we are using Facial Recognition. Every registered person will be sent a link before the event where they can upload their photograph and on arrival at the centre, their badge will print automatically from our registration kiosks. You don't need to register via Facial Recognition, but it is safer and will save you valuable time on site.

Privacy & Security information regarding Facial Recognition:

- The software scans the photo to create a "Facial Geometry," which is a unique collection of measurements of the face in the photo.

- Once the Facial Geometry for the event has been created, the software discards the original photo (the software does not store the original photos; it stores only the Facial Geometry)
- All Facial Geometries are deleted within one week of the event
- Facial Geometries created for one event are not used for other events Further information and more detail can be found at: <https://fielddrive.com/privacy-policybiometrics>

The number of free Exhibitor badges per company varies according to booth size; please refer to the table below for details.

COMPLIMENTARY DELEGATE BADGES

In addition, each Exhibitor receives several delegate badges per the size of the exhibition stand as stated in the table below. These badges entitle Exhibitors to attend the Scientific Sessions, the Welcome Reception and visit the Exhibition Area. The complimentary registration is for the Annual Meeting's main scientific programme, (Thursday – Saturday) 5-8 October. Techno College has a separate fee and is not included in the free registration.

Exhibitors will not be permitted entry to the Meeting sessions unless they register as delegates. Exhibiting companies are entitled to receive the following number of complimentary registrations as part of their booth package.

To claim your free registration, please send an email to registration@eacts.co.uk with the following details:

Subject: COMPLIMENTARY EXHIBITOR REGISTRATION, Main Scientific Programme 5-8 October:

Booth No;

Salutation; Title; First Name; Last Name;

Company Name; Address line 1; Address line 2; Postal Code; City; Country

Email Address:

Exhibitors may purchase tickets for excursions and social events from the main registration area during the Meeting.

Stand Size	Complimentary Exhibitor Badge	Complimentary Delegate Badge
9-18 sqm	5	1
19-48 sqm	10	2
49-60 sqm	15	3
61-150 sqm	20	4
151-200 sqm	25	5

Terms and Conditions / Guidelines for Exhibitors

EACTS Terms and Conditions

Please also ensure that you are familiar with the 36th EACTS Annual Meeting Exhibition Terms and Conditions. These can be found on the booth application form.

Exhibition Services

Audio-visuals

If you wish to order audio-visuals (LCD Monitor, Audio, LED or Videowall & more, for your booth, please order through the FMC Exhibitor Services webshop.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Build-up and Breakdown Badges

To access and move within the MiCo, the exhibitor and or the personnel of the companies that operate on its behalf must have the authorised badge/access pass, compiled by the Exhibitor or the head of construction of the stand using the forms transmitted by Fiera Milano Congressi together with the document "Provisions for assembly and breakdown operations". The Build-up and breakdown badges must be worn always during build-up and breakdown. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them. Build-up and Breakdown badges are obligatory, and Exhibitors are therefore requested to ensure that their drivers/contractors/booth builders are registered with MiCo.

The pre-registration system can be found in the MiCo web shop, "Vehicle passes and Staff name badges for Build-up and Break-down time".

The pre-registration system is for people and vehicles for access during setting up and breaking down. The pre-registration is easy and fast and allows you a quick entrance to the MiCo. You can indicate one or more Stand Builders you will employ for the set-up/breakdown. MiCo will send an email to your stand builders indicated with instructions for pre-registration so that they can pre-register their vehicles too.

Please ensure that everyone who needs access during build-up and breakdown is registered in advance to ensure a quick flow-through when arriving at the MiCo.

Deadline: 25 September 2022

Carpet

If you wish to order carpet for your booth, please order through the venue. Any requests should go directly to the Venue and will be invoiced directly to you. Please order through the FMC Exhibitor Services webshop. You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Catering Services

Booth catering is available during the build-up, breakdown, and opening hours of the Exhibition. You can also order additional staff (bartenders and waiters).

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Please note that Compass Group is the exclusive provider of all food & beverage services in the centre. Please note: the minimum delivery is € 55.00.

Custom Services

If you wish to order Custom Services for your booth, please order through the venue. Any requests should go directly to the Venue and will be invoiced directly to you.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Digital Printing Services

If you wish to order Custom Services for your booth, please order through the venue. Any requests should go directly to the Venue and will be invoiced directly to you.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Electrical Services

REQUEST FOR ELECTRICAL CONNECTION To exhibitors/contractors with raw stands

On request for electrical connection to the mains power supply, the "Declaration of Conformity of the well - done Installation" (*) will have to be presented, pursuant to the Italian D.M. n. 37 of 22.1.2008.

Foreign exhibitors that install the systems themselves or make use of foreign Companies and therefore, not complying with the Italian D.M. n. 37 of 22.1.2008, **must seek the co-operation of a qualified Italian Company at their own expense** - as clearly stated in the Fiera Milano Technical Regulation Manual.

On request Fieramilano will supply an inspection service of the electrical installations. Please see article "Inspection Service" below.

(*) *Nota Bene:* The "Declaration of Installation Conformity" may only be issued by Italian installers authorized to install electrical systems as provided by Art. 2 of the Italian D.M. n. 37 of 22.1.2008.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Extra Cleaning

A general cleaning service is organized in common areas and along aisles (daily cleaning of the exhibition area, stands included - intended as vacuuming of floor and emptying waste basket bins, except for exhibiting materials). Therefore, the booth will be cleaned each day during the exhibition, before the opening time. Please add the following articles to request extra-cleaning service in the stand in addition to the standard service quoted above.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Extra Time Work

The halls are booked for another event before and after the EACTS tenancy. In any case, you can contact and order extra time work through the MiCo, please contact eacts2022@fieramilanocongressi.it

Process:

The MiCo can grant exhibitors requesting, some extra time starting on **Sunday 02/10/22 from 2 pm**.

They cannot allow exhibitors to enter earlier because they need at least one day to prepare the hall with riggings and electrical/water connections and all the settings "pre- build-up".

Price: €300/hour

Based on the number of requests and hours needed they can agree on a set price with the exhibitors.

Finally, if the early build-up is confirmed by the exhibitor the MiCo will upload a custom quotation in the exhibitor's cart on the webshop and the exhibitor will be able to proceed with confirmation and purchase.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Fire Extinguisher

According to the Technical Regulations of Fiera Milano Congressi Spa, Exhibitors must install one approved fire extinguisher (see Technical Regulations for necessary characteristics) every 50 sqm or fraction of stand area in a visible and accessible position.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Flowers and Plants

If you wish to order Flowers & Plants (plants and floral decorations, vases) for your booth, please order through the venue.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Furniture

If you wish to order furniture (chairs & stools, armchairs & sofas, tables, reception desks, displays, accessories) for your booth, please order through the venue.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Internet Connections

For electronic equipment, a triple power socket (max 4A total) has to be provided by the participant.

NB. For every attempt to configure a damaged line by a participant, a stand constructor or a third party, a fee of **€ 80,00 + VAT** will be charged. If a technical profile RTG to ADSL or ISDN line or vice versa changes, an amount of **€ 80,00 + VAT** will be invoiced in addition to the new line charge.

ATTENTION!!

The line provided for the participant is used under its sole responsibility. By ordering internet connections it declares to have full control of the access made by its staff.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Wi-Fi is available free of charge throughout the Venue. However, this is unsuitable for downloading large files or running voting apps over. Wired internet or individual Wi-Fi can be arranged and we would recommend having this connected to your Exhibition Stand or Satellite/Hospitality room.

MiCo WIFI:

Exhibitors are not allowed to use personal Hot-Spot Wi-Fi (Access Points, ad hoc networks, Tablets or Smartphones used as 3G/4G hot-spots) if not after having obtained specific authorisation. The massive use of these wireless hot spots affects the use of the channels in the 2.4 GHz and 5 Ghz radio bands, to the detriment of all congress users.

Fiera Milano Congressi is authorised to use the IDS/IPS (Intrusion Detection/Intrusion Protection System) function on its own Wi-Fi system in order to limit and isolate "rogue" or unauthorised Access Points, in order to ensure the safety of the Wi-Fi network and connections of congress users.

Any requests should go directly to the Venue and will be invoiced directly to you. You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Parking

Parking is allowed for cars only. It is not allowed to leave the vehicle in the parking during the night

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Photo and Video Services

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Rigging Services

If you wish to order hanging/rigging for your booth, please order through the venue. The MICO has to provide the hanging points for any kind of structure. Any requests should go directly to the Venue and will be invoiced directly to you. You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

TO RECEIVE A QUOTATION FOR THE RIGGING, IT IS COMPULSORY TO FILL IN THE [RIGGING REQUEST FORM](#) AND GIVE THE MICO THIS INFORMATION:

1. DWG WITH THE CORRECT POSITION OF THE POINTS NEEDED
2. CHARACTERISTICS OF THE STRUCTURES YOU WANT TO HANG
3. TOTAL WEIGHT OF THE STRUCTURES AND WAIVING ON EACH POINT

4. HEIGHT OF THE STEEL CABLES FROM THE FLOOR

Important notes:

- This service is available in MiCo and Fiera Milano HALLS on approval and against feasibility study with the office in charge. Fiera Milano Congressi will not provide the service if the structure is not feasible due to technical problems or not according to the Exhibition's regulations.
- Cables attached to the ceiling may only be supplied by Fiera Milano Spa, while structures not supplied by Fiera Milano must be attached by exhibitors or reliable firms on their behalf.
- The free end of the cable supplied by Fiera Milano will be fitted with a special certified thimble connector; the cables will be positioned at a height of 150/200 cm over the maximum height permitted by the Exhibition Regulations

If you are using any riggings, at breakdown you will need to go to the MiCo service desk to ask for riggers to come to your booth.

Island/raw stands:

The maximum height of construction for banners, signage, towers, rigging, etc. inside the stand (minimum distance 1 metre to the stand border) is 4m, measured from the floor of the exhibition hall to the top of the structure. To receive a quotation for the hanging, it is compulsory to fill in the rigging request form.

In-line stands:

The maximum height for In-line stands is 2.50m.

Shell Scheme Packages

In-line sites (stand in the middle of two stands, one side open to the public, including corner sites (stand at the end of a stand row, two sides open to the public)).

The maximum height of the side and back walls facing neighbouring stands is 2.50m.

Shell scheme is compulsory for all In-line stands that are sited adjacent to other booths. Shell scheme is not included in the price and must be ordered at an additional cost via the MiCo.

There are two shell scheme options:

Shell scheme is available to all stands and is charged as an additional cost via the service provider. **The shell scheme is compulsory for all stands that are sited adjacent to other booths.** The shell scheme options are as follows.

- **Shell Scheme 1**
 - White laminated panels with a natural aluminium frame
height 2.50m
 - Fascia board with company name and booth number
height 30 cm
 - LED spotlights
 - Electrical line with multiple sockets – up to 3 KW
 - Carpet flooring 9 sqm
 - Pre inauguration cleaning

Price: €422 + VAT

- **Shell Scheme 2**

White laminated panels with a natural aluminium frame

height 2.50m

Fascia board with company name and booth number

height 30 cm

LED spotlights

Electrical line with multiple sockets – up to 3 KW

Carpet flooring 9 sqm

Rectangular table with 3 chairs

Wastepaper bin (1)

Coat hanger (1)

Pre-inauguration cleaning

Price: €475 + VAT

N.B. Prices may be subject to change.

Any requests should go directly to the Venue and will be invoiced directly to you.

You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Security

Although every reasonable security precaution is taken throughout the tenancy period of the event, the Event Organisers cannot be held responsible for any loss, damage, or accident, which may occur to any exhibitors (or their Contractors), property or personnel. During the build-up and the Congress, there will be security at the main doors of the Venue. Every night the Venue will be closed, and the Venue will provide appropriate security.

Any requests should go directly to the Venue and will be invoiced directly to you. You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

Temporary Staff

If you wish to order hostesses for your booth, any requests should go directly to the Venue and will be invoiced directly to you. You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

When you select hostesses, the system uses the price related to an Event Day made of 9 working hours (8hrs + 1hr break). If the Event Day is longer than 9 hours/day please keep in mind to include extra hours.

PLEASE BE ALSO INFORMED THAT ALL STAFF NEED TO HAVE A BADGE TO ENTER THE HALL.

Waste Collection

The exhibitor / Organizer and his appointees are jointly and severally liable for the proper disposal of waste products within the exhibition area assigned, ensuring that all the provisions and the directives on the protection of the environment, the production and waste disposal are also complied with from companies that operate on its behalf. It is forbidden to leave any type of waste material in common spaces (aisles, loading bays, etc.). Waste must be removed daily, providing for the disposal in compliance with the laws in force. The collection, possession, transportation, storage, and disposal of waste must be carried out in compliance with Legislative Decree n. 152 of 2006 and subsequent amendments and supplements. Uncontrolled storage and/or dumping of waste is prohibited by law and constitutes a criminal offence. If necessary, Fiera Milano Congressi will notify the competent authorities

Water & Compressed Air

Exhibitors interested in placing orders for water or compressed air connections MUST first check with MiCo about such a possibility and then proceed with the order. This is needed because not all stand areas are suitable for water or compressed air connections.

Any requests should go directly to the Venue and will be invoiced directly to you. You can access the website directly by using the access codes. The login data has been sent by MiCo to the main contact, as per the records in our database.

MiCo rules and regulations

It is a requirement of the venue, MiCo, that their regulations be strictly adhered to always. Please ensure that all your stand personnel and contractors are fully conversant with those documents. The Technical Regulations can be found in the Exhibitor Services webshop / Useful documents / Technical Regulations.

Advertising – Exhibition Online Entry

Advertising in the online catalogue will enhance the visitor experience and success of your show. The cost of an online entry is €400. Your entry will be 'live' as soon as payment has been received by the EACTS Secretariat. Each entry will include:

- hall and booth number(s)
- company name, address, company description, email and website link
- show contacts and email links

Should you wish to book an online entry, please tick the appropriate box on the booth application form. The data that appears online will be based on the data that has been entered in your Exhibitor User Area. Please complete the required information NO LATER THAN 5 August 2022.

Advertising – Standard Exhibitor App Entry

Your exhibitor profile including the hall and booth number and website link will be available to potential delegates and exhibition visitors via the industry section of the Annual Meeting app. (Included in the booth fee)

Each Exhibitor may have a maximum of 2000 letters/characters, including spaces between words (excluding name and address), as a free editorial entry.

If you have exhibited with us before, we have uploaded your previous Company/Institute & Product information for your convenience. You only need to make changes should you so wish.

Please complete the Final App Editorial Entry within your EACTS online account, **NO LATER THAN 29 July 2022**. The Organisers cannot guarantee that entries received after this deadline will be included.

EACTS will not edit the content of your entry. Responsibility for content and accuracy lies with the company.

Advertising – Premium App Entry

Enhance the visibility and success of your company during the Annual Meeting by upgrading to the Premium App Entry.

Get all the features of the standard package plus:

- Highlighting your company name in the exhibitor's list
- Your company logo
- Images (max 3)
- Additional website links (if required)

Should you wish to book the Premium App Entry, please tick the appropriate box on the booth application form. The data that appears online will be based on the data that has been entered in your Exhibitor User Area. Please complete the required information **NO LATER THAN 29 July 2022**.

Advertising – EACTS Toolkit

EACTS may permit their Industry partners to use the EACTS logo and/or Annual Meeting banner on company invitations and promotional documents printed specifically to market their participation in the Annual Meeting. However, such promotional material must conform to EACTS print style guidelines. We encourage you to promote your participation and to share and add to your event messaging.

Should you wish to use our Annual Meeting banner images in your advertisements, e-blasts, social media, websites and other promotional communications, please contact INDUSTRY@EACTS.CO.UK

All Other Advertising & Branding Possibilities

For all other advertising possibilities (e.g. Advertising & Communications, EACTS Premium TV Channel, App, Exclusive Email Blast, EACTS Website, Daily News, Branding and Signage Opportunities, Satellite Symposia, Techno College & Sessions) please refer to the Industry Opportunities section of the EACTS Annual Meeting website, <https://www.eacts.org/annual-meeting/industry-opportunities-overview/industry-opportunities-milan2022/advertising/#1645028018354-210199f5-4237>

Please contact Industry Relations to discuss the options available.

Direct Line for Commercial Activities: +44 (0) 1753 838 482

Industry Relations: Sharon Pidgeon Sharon.pidgeon@eacts.co.uk; industry@eacts.co.uk

EACTS Lead Retrieval App (for exhibition and satellites)

EACTS Lead Retrieval App (for exhibition and satellites)

EACTS has created a mobile app for lead retrieval. We will notify you when the app is ready to purchase.

The **EACTS Lead Retrieval App** can be installed on Android or iPhone phones to easily scan the badges of visitors to your booths and satellite symposia sessions.

The app will be ready for purchase via the EACTS Exhibition area via <https://membership.eacts.org/>.

Costs: each device used will need a unique activation code.

- Booth Lead Retrieval: **£100** per activation code.
- Symposia Lead Retrieval: **£80** per activation code.

Once payment has been received, we will send links to download the app and unique codes to activate it. The primary contact for the booth will be responsible for distributing these codes to other booth representatives.

Following each day of the event, only the primary contact for the booth may log in to the EACTS Exhibition area to download the scanned visitor data via <https://membership.eacts.org/>.

Delegates who allow for their badges to be scanned will be made aware that they are sharing their details such as name, email address, title and company with the people who are scanning their badges.

Exhibitor Gifts

Gifts should have a limited value which complies with the national guidelines of the country in which the Congress will take place. The gift should be of relevance to the recipient's work. An inexpensive gift means one which has cost the donor company no more than €7.

Exhibition Visitors

Entry to the exhibition during the official opening hours will be restricted to registered delegates and pre-registered trade visitors. Yes, you can purchase Exhibition Visitor tickets. The price is €100 per person per day.

Deadline Dates

This table contains the deadlines for the 36th Annual Meeting. Compulsory activities are indicated with an **Asterix***.

T&Cs and deadlines for MiCo Orders

REGULAR DEADLINE:

A 10% surcharge will be applied to orders received after 25th September 2022

A 20% surcharge will be applied to orders received on site starting from 4th October 2022.

100% of the order form shall be invoiced at the receipt. Order forms will not be considered without full payment.

During set-up days, new requests may be made at the Exhibitors' Desk, where they will be attended according to availability, and payment will be done at the same time as ordering. The MICO reserves the right to install depending on the existing stock.

CANCELLATIONS

Special requests like graphics, design furniture or F&B customized services will not accept cancellations if those are already done or produced.

Two weeks before the event, cancellations or changes will no longer be accepted and 100% of the cost will be charged.

Form	Responsible	Before
Audio-visuals	MiCo	22 September
Bar Code Lead Retrieval	EACTS	TBA
Booth Plan* (Island/Raw Space stands only)	EACTS	6 August
Build up and Breakdown Badges*	MiCo	25 September
25% cancellation fee applied for booth cancellations	EACTS	15 July
50% cancellation fee applied for booth cancellations	EACTS	16 July – 5 August
100% cancellation fee applied for booth cancellations	EACTS	6 August onwards
Carpet*	MiCo	15 September
Catering Services	MiCo F&B	25 September
Computers and Peripherals	MiCo	25 September
Custom Services	MiCo	15 September*
Digital Printing Services	MiCo	15 September
Electrical Services	MiCo	25 September
EACTS Exhibitor Name Badges*	EACTS	9 September
EACTS Standard Exhibitor App Entry*	EACTS	29 July
Extra Cleaning	MiCo	25 September
Extra Time Work	MiCo	25 September
Fire Extinguisher	MiCo	25 September
Flowers & Plants	MiCo	25 September
Furniture	MiCo	25 September
Internet Connections	MiCo	25 September
Parking	MiCo	3 October
Photo and Video Services	MiCo	25 September
Rigging Services	MiCo	9 September**
Shell Scheme Packages*	MiCo	15 September **
Temporary Staff`	MiCo	20 September**
Water & Compressed Air Connections	MiCo	15 September **

Accuracy and Access

All information including without limitation data, figures, specifications, and names contained in this manual is constantly reviewed and modified by us by our latest developments. However, although we carefully and constantly review the accuracy of these pages, we cannot assure, under any circumstances, the accuracy, the availability, and the access to any Service and/or any part of any information contained or listed in our manual and/or in any of its pages. We assume no responsibility or liability for omissions or errors that may appear, and we cannot assure the availability of the Service at any given time. We cannot guarantee that every specification contained in the information in this manual at any time is or will be accurate, precise, correct, or complete, nor can we assure strict reliance on the information contained in this manual.