

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 Standout Exhibitor Services Website and links to other service providers.

Definitions

“The Event” – the 37TH EACTS Annual Meeting, taking place in Vienna, Austria, on Wednesday, 4 October - Saturday, 7 October 2023.

“The Exhibition” – the Trade Exhibition being held in conjunction with the aforesaid 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” – Austria Center Vienna (named as followed “ACV”)

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

Venue

Austria Center Vienna (ACV)
IAKW – AG
Internationales Amtssitz- und Konferenzzentrum Wien, AG
Bruno-Kreisky-Platz 1
A-1220 Wien
T: +43 1 26069-0
F: +43 1 26069-303
Email: office@acv.at
Web: www.acv.at

Overview Congress Venue

<https://www.acv.at/en/visit/>

No-Smoking Policy

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

Contact Information

EXHIBITION & LEARNING LABS

EACTS

EACTS House

Berkshire SL4 1EU, UK

Tel: +44 (0) 203 959 3110

Direct Line for Exhibitor Queries: +44 (0) 203 959 3115

Booth/Learning Lab Sales: Elvira Lewis Elvira.Lewis@Eacts.co.uk

Website: www.eacts.org

COMMERCIAL ACTIVITIES

Satellite Symposia, Techno College, Advertising and Communications, EACTS TV, Meeting and Hospitality Room

EACTS

EACTS House

Berkshire, SL4 1EU, UK

Tel: +44 (0) 203 959 3110

Direct Lines for Commercial Activities:

Sharon Pidgeon +44 (0) 203 959 3122;

Katie Webster +44 203 959 3116

Industry Relations:

Sharon Pidgeon Sharon.Pidgeon@Eacts.co.uk

Katie Webster katie.webster@eacts.co.uk

ALL INVOICING

EACTS

EACTS House

Berkshire, SL4 1EU, UK

Tel: +44 (0) 203 959 3110

Direct Line for Invoicing: +44 (0) 1753 838 485

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 below.

ACCOMMODATION

Official Housing Agency 2023

AUSTROPA INTERCONVENTION

Jakiv-Lind-Str. 15

A-1020 Vienna

T: +43 1 58800 510

Email: EACTS2023@AUSTROPA.AT

W: <https://congress.austropa-interconvention.at/eacts2023>

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:

AUSTROPA INTERCONVENTION

Jakiv-Lind-Str. 15

A-1020 Vienna

T: +43 1 58800 5103

Email: FACTS2023@AUSTROPA.AT

CATERING

Motto Catering GmbH

Bruno-Kreisky-Platz 1

A-1220 Vienna

T: +43 664 881 811 48

M: +43 1 585 23 03 19

Email: m.hoefner@mottogroup.at or sales@mottogroup.at

W: www.motto-catering.at

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

Standout GmbH

Niederlassung Wien

Messeplatz 1

A-1021 Wien

Ms Estelle Romano

T: +43 1 72720 6223

M: +43 67682326223

Email: Estelle.Romano@standout.eu

W: Webshop

Through the Standout webshop, you can order all the services listed below. First, you will have to create an account and then the registration will take approx. 2-3 days to run through the Standout system. After being "accepted" you can enter the shop with your new account.

There you will find different options for shell scheme packages, furniture, etc.

Standout Services

- Carpet
- Custom Services
- Digital Printing Services/Graphics of ready-to-print files

- Electrical Services/Main power connections/Sockets
- Other Equipment
- Extra Cleaning
- Fire extinguisher
- Flowers & Plants
- Furniture
- Shell Scheme Packages
- Waste Disposal
- Water connections

IT Equipment & Internet (Wi-Fi)

H82 medientechnik Gmbh
 Techgate Vienna
 A-1220 Wien, Donau-City-Strasse 1
 Tel. +43(0)1 494 15 44
 Fax: +43(0)1 494 15 45
 e-mail: office@h82.at

Hostesses

Impacts Catering Wien GmbH
 Felmayergasse 2
 A-1210 Wien
 T +43 1 402 08 08-310
 E personalservice@impacts.at
 W: www.impacts.at/.

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

Please book your accommodation through our officially appointed agency:

Austropa Interconvention

Jakov-Lind-Straße 15, 1020 Wien, Vienna – Austria

Email: EACTS2023@AUSTROPA.AT

Tel.: +43 1 58800 510

Book via the link [HERE](#).

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.

Accessibility

Plane

Airport – Vienna International Airport (VIE)

[VIENNA INTERNATIONAL AIRPORT](#) is 14km and approximately a 25-minute taxi away from the Austria Center Vienna. Some coaches and buses run regularly from the centre of Vienna to the airport.

Getting to the venue couldn't be easier thanks to the city's public transportation network. Vienna is the best-connected city in the world by train. Also travelling from the airport to the Austria Center Vienna takes just half an hour, and it's only seven minutes from the venue to Stephansplatz in the heart of the city centre. Drivers can also reach us easily thanks to our proximity to the A22 motorway.

Public transport

Vienna has a comprehensive, fully integrated public transport network consisting of five underground lines, 28 tram routes and more than 100 bus routes. Waiting times are very short – and as little as just 3-5 minutes at peak times. It takes just seven minutes to reach Stephansplatz from the Austria Center Vienna on the U1. Please visit the Wiener Linien website for route details.

Please reference the ACV website for getting to the Austria Center Vienna

<https://www.acv.at/en/exhibit/arriving/>

Animals

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

ATM, Banks, Currency & Credit Cards

There is an ATM located in the Congress Centre at the main entrance dispensing Euros.

Banks & Exchange – Most banks in Vienna are generally open Monday to Friday from 08:00 – 12:30 and 13:30 -15:00 and until 17:30 on Thursdays. In the city centre (1st district), almost all banks are open over lunchtime. Most are closed on Saturdays and Sundays. Most banks give you access to ATM/cash machines, deposit machines, and other necessities in their foyer via a debit/credit card.

Credit Cards – Visa and Mastercard are accepted in most places. Please note smaller places (especially restaurants) do not accept credit cards.

Currency – Euro €

Catering Services

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

MOTTO Catering

Catering services at the Austria Center are provided exclusively by MOTTO Catering.

E sales@mottogroup.at

<https://motto-catering.at/motto-catering/contact.php>

Children

It is strictly forbidden to bring children into the Exhibition Hall without prior authorisation from the Organisers. Neither the ACV 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 per day at a nominal charge as listed below.

€2, 00 per item, per day

Co-Exhibitors

Partially or wholly 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 14 July will be listed in the official Exhibitors part of the EACTS Final Programme.

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

Contractor Badges for Build-up and Breakdown

The ACV does not require stand builders and other workers to register. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them.

Disabled Facilities

Barrier-free access at the ACV

Two new elevator groups will assist with barrier-free access from parking decks P1 and P2. Wheelchair parking is available in parking deck P2. A guide system for the blind leads from the forecourt to the information desk. All levels are equipped with WCs suitable for the disabled.

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

First Aid / Emergency

All ACV event managers are trained first aiders. A doctor will also be present. A fully equipped first aid room manned by a nurse is in the Congress Center on the ground floor. Should you require first aid assistance, please contact the registration desk or any uniformed 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 ACV 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.

Insurance

Exhibitors are reminded of the requirements for Public Liability and insurance of exhibits. The Exhibitor shall provide, at the request of the Organisers, satisfactory evidence that adequate insurance is in force. Exhibitors are responsible for insuring against liability incurred in respect of injury or damage to property belonging to third parties.

Additionally, Exhibitors are advised to protect their expenditure against abandonment and cancellation or curtailment of the event.

The EACTS and the ACV, the accommodation organisers and other congress partners accept no liability for injuries and/or losses of whatever nature incurred by participants and/or accompanying persons, nor for loss or damage to their luggage and/or personal belongings.

Industrial Relations

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

Any person carrying out work contrary to the requirements of the ACV 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.

Meeting Programme

For full details regarding the programme, including registration information, see our website <https://eacts2023.process.y-congress.com/ScientificProcess/Schedule/?setLng=en>

Parking

Trucks and vehicles higher than 2m: parking spaces are available at the Parking lot West (located next to Gate 1) on a first-come first-served basis until further notice. Please also note that parking spaces cannot be reserved and therefore can be occupied. Also, trucks must always be placed in the most space-saving manner and contact details of the drivers (Name, Phone number) must always be placed in the front shield.

All other vehicles and cars lower than 2m must use the Austria Center Vienna's parking garages.

Information regarding access and fees can be found online:

<https://www.acv.at/en/exhibit/arriving/>.

The following access route should be used:

After entering the "Leonard-Bernstein-Strasse" continue to the end of the tunnel and turn right at the sign for "Saturn Tower" in front of a height barrier of 2,20m. You will then come to a goods vehicle parking area and the sign for the IML office (Tor 1/Gate 1). Deliveries must be done via the dedicated IML delivery entrance (Tor 1/Gate 1), must be announced in advance, and loading slots must be booked accordingly.

Night-time noise regulations: Please make sure everyone's attention is expressly drawn to the need for the Contractual Partner, Exhibitors, and other Suppliers to comply strictly with the night-time noise regulations. Noise restrictions generally apply between 10 pm and 6 am. All outdoor loading activities on the ACV premises must be done/completed before/after 10 pm and 6 am.

Information on lorry driving bans can be found at: <https://www.asfinag.at/traffic/hgvbus/>

The Austria Center Vienna provides covered, secure parking for delegates.

Disabled parking spaces in the multi-storey garage

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 strictly prohibited from erecting their own signage or posters anywhere within the exhibition halls and the meeting areas, other than on their own booths. 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. Customers are liable to account for output VAT under the reverse charge mechanism.

Venue

The 37th Annual Meeting will be held at the ACV. For further information regarding the venue and location details, visit <https://www.acv.at/en/exhibit/arriving/>

Waste Disposal

Additional costs resulting from improper waste disposal will be charged to the Contractual Partner. We would like to point out that it is not permitted to dispose of waste of any kind on the exhibition premises. Any materials left behind will be disposed of, without ascertaining their value, at the exhibitor's expense.

Special waste disposal requirements such as medical waste etc. must be announced in advance by the organizer or exhibitor and come at additional costs.

Austrian packaging regulations that entered into force in 1993 introduced a statutory obligation to separate refuse into individual, recyclable materials. Organizers, exhibitors and stand builders are therefore required to contribute towards the avoidance of waste, and the recycling and proper disposal of waste materials at all stages of an event. Exhibitors are requested to prepare unavoidable waste for disposal by separating it by type during the move-in and move-out periods and the event itself. More information can be found on <https://www.ara.at/en/>

Please order anything else through the service provider's webshop.

Wi-Fi free

- FREE 100 Mbit/s WLAN for your event and a faster download rate
- maximum available bandwidth of 10 Gbit/s
- Seamless Wi-Fi infrastructure for 35,000 simultaneous connections from multiple devices

Exhibition and Training Village

Access to the Exhibition/Training Village

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

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.

EXHIBITION AND LEARNING LAB DATES & OPENING HOURS

Day	Date	Registration & Information	Scientific Sessions	Satellites	Exhibition & Learning labs
Tuesday	3 October	16:00 – 18:00	-	-	-
Wednesday	4 October	08:00 – 18:00	TECHNO-COLLEGE 11:00 – 18:00	-	-
Thursday	5 October	07:00 – 18:00	08:30 – 17:15	12:15 – 13:30 & 18:00 – 19:15	09:00 – 18:30 Welcome Reception 17:00 – 18:30
Friday	6 October	07:45 – 18:00	08:30 – 17:15	12:15 – 13:30	09:00 – 17:00
Saturday	7 October	07:45 – 12:00	08:30 – 12:00		09:00 – 12:00

N.B. Times may be subject to change.

Build-up and Breakdown Badges

The ACV does not require stand builders and other workers to register. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them.

TIMETABLE

Construction of Exhibition Stands / Learning Lab Sites.

Day	Date	Time	Type of Booth
Monday	2 October	Extra Time Work only by request and paid for by the exhibitor. Price on application.	
Tuesday	3 October	08:00-13:00	Move-in; Space-only "Island" booths; self-builds in inline locations.
Tuesday	3 October	13:00 – 19:00	Build up; Space only "island" booths and self-builds in inline locations.
Wednesday	4 October	08:00 – 20:00	Build-up; Space only "Island" booths and self-builds in inline locations.
Wednesday	4 October	12:00 – 20:00	Build up; Shell scheme/Inline exhibitors
Thursday	5 October	09:00	All booths must be operational
Thursday	6 October	09:00	Exhibition Opening
Thursday	6 October	17:00 – 18:30	Welcome Reception

N.B. Times may be subject to change.

All exhibitions 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	7 October	12:00 – 20:00
Sunday	8 October	08:00 – 12:00*

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

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 the 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 own 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

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.

To make a booking you will need to use the EIF online ordering portal at the link below:

[Log In - EIFL Freight Logistics Portal \(european-intl.com\)](#)

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 an 'island/raw space' or an '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 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 in hall X2 = 3.0m

Inline booths in hall X1 = 2.5m

Exhibitors taking space-only booths, whether 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 7 August 2023. EACTS will collate all booth plans and after checking if their rules and regulations are adhered to, will send to the ACV 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.

All materials used to install booths must be by local regulations (for further information, refer to ACV Technical Regulations containing the regulations for exhibitions, please see the link below,

[Technical Guidelines and General](#)

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

Inline / Shell Scheme

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 2.50m.

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 service provider webshop.

There are two shell scheme options which can be viewed and ordered in the Standout webshop. The web shop is available via this link: [Web shop - Standout](#)

First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being "accepted" you can enter the shop with your new account.

There you will find different options for shell scheme packages, furniture, etc.

- Shell Scheme 1 – VO1
Carpet tiles black (other colours available), 9 sqm
White wall panels height= 2480mm
Fascia board Forex height 2920x300mm with company name and booth number in Arial black
LED spotlights "Concorde" incl. two spots
Pre inauguration cleaning
Main power supply 2,2kW – 3 days
2,2kW 230V 16A (incl. 1 triple-socket), incl. power consumption for three days
Price: €805,80 + VAT
- Shell Scheme 2 – VO2
Carpet tiles black (other colours available), 9 sqm
Whit wall panels height= 2480mm
Fascia board Forex height 2920x300mm with company name and booth number in Arial black
LED spotlights "Concorde" incl. two spots
1x table "Chrome2"
3x chairs "Tosca"
1x coat hanger

1x Waste Basket
Pre inauguration cleaning
Main power supply 2,2kW – 3 days
2,2kW 230V 16A (incl. 1 triple-socket), incl. power consumption for three days
Price: €935,80 + VAT

Additional items must be ordered separately from the Exhibitor Services website (vice Manual) 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.

Learning Labs

THURSDAY 5 – SATURDAY 7 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., which is an additional cost and can be provided via your contractors or our contractor, Standout, 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.

Build Height

3m.

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 is 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 7 August 2023**.

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. 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.

Flooring

The floor in exhibition halls X1 and X2 is covered with asphalt and a grey sealing on top.

Oil, grease, paint, and similar substances must be removed from the floor immediately. The hall floor may not be painted or drilled, nor may anything be stuck to it which is not completely removable. All additional costs for any kind of contamination will be charged upon actual expenditure.

The load-bearing capacity of the floor is 500kg/m² in all areas (incl. the forecourt). In exceptional cases that require the approval of the Austria Center Vienna and the engagement of a structural engineer, the costs of this must be borne by the exhibitor.

In Halls X1 and X2, power supplies and other utilities are supplied to stands via the ceiling, from the hall walls or along the pillars.

Water connections are only available at a selected number of locations. The requested position must be announced well in advance and must be approved by the Austria Center Vienna.

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

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 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, because 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 37th EACTS Virtual Annual Meeting. EACTS shall have the right to hold the 37th 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 37th EACTS Annual Meeting virtually then, EACTS may have the option of either transferring the booth fee to the 2024 Annual Meeting or shall refund the fee in full.

Individuals take part in the 37th 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 **14 July 2023**, 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 **14 July 2023** but before 4 August 2023 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 4 **August 2023**.

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 euros (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.

Rules and Regulations: Stand Design

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 in 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 stands.
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 3m, 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, ACV, that their regulations be strictly adhered to always. Please ensure that all your stand personnel and contractors are fully conversant with those documents.

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, grease, paint 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 reserve 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 stand and 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 serving and preparation of hot food as the accompanying odours can affect neighbouring stands and exhibition walkways.
- Games prizes / give aways: 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 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 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 own 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 should focus on 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 onto 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.
- 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: Due to the overwhelming demand for Wi-Fi in the exhibition hall strict guidelines for the use of Wi-Fi will be available from the approved service provider. As the misuse of the free Wi-Fi system and the setting up of rogue Wi-Fi networks seriously damages the services provided by the EACTS and the service provider of the activities on neighbouring stands the organisers reserve the right to demand that any unauthorised networks be shut down. In the unfortunate event that Exhibitors refuse to comply further measures will be taken to shut down the network to protect the Congress and fellow Exhibitors from the disruption caused.

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 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 on 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 10 September 2023. Therefore, the Exhibitors are strongly advised to register their representatives and staff online before 10 September 2023.

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 10 September 2023. After the 10 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 10 September 2023.

10 September 2023 – All registrations after this date must be paid in full by credit card – no exceptions.

10 September 2023 – Cancellations after this date will not receive a refund.

Any registration that is showing as UNPAID on-site in Vienna 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 Vienna so that everyone can print their badges. It will be possible to do this at any desk in Vienna.

Facial Recognition Registration

To provide a safe, touch-free, check-in in Vienna 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 "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.

[Exhibitor – How To 2023](#)

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) 4-7 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:

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 37th 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 (monitor & plasma, audio) for your booth, please order through the IT Equipment & Internet - Order form.

[EACTS 2023 – Orderform](#)

Build-up and Breakdown Badges EACTS

The ACV does not require stand builders and other workers to register. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them.

Carpet

If you wish to order carpet for your booth, please order through the webshop:

The web shop is available via this link: [Web shop - Standout](#)

First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find different carpet options.

Catering Services

Booth catering is available during the build-up, breakdown, and opening hours of the Exhibition. If you wish to order catering (Finger Food, Beverages, Espresso, Tea, Water Dispensers, Accessories, Staff, and Custom Catering Services) on your booth please order through the Motto Catering.

MOTTO Catering

Catering services and all food & beverage services at the Austria Center are provided exclusively by MOTTO Catering.

E sales@mottogroup.at

<https://motto-catering.at/motto-catering/contact.php>

[MOTTO Webshop Brochure](#)

[MOTTO Manual for Webshop Orders](#)

[Link to Webshop](#)

Custom Services

If you wish to order a customized, more individual booth, please send an email requesting the VARIO catalogue to Estelle.Romano@standout.eu and they will contact you. Once they know what you wish for Standout can provide a draft and after clarifying the design, they will send you a quote.

Electrical Services

If you wish to order Electrical Services (Electrical Plants, Extra KW) for your booth, please order through the Standout webshop.

The web shop is available via this link: [Web shop - Standout](#)

First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find different options.

Please be aware that there could be electricity boxes in the stands. 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 has to 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.

Extra Cleaning

A general cleaning service is organized in communal areas and along aisles. Any supplementary cleaning (stand areas, equipment etc.), will have to be ordered through the webshop which is available via this link: [Web shop - Standout](#)

First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find different options.

Extra Time Work

Price on application

Please contact EACTS (Elvira.lewis@eacts.co.uk) should you need an extra set-up day in Hall X2 on Monday, 2 October 2023.

Flowers and Plants

If you wish to order Flowers & Plants (plants and floral decorations, vases) for your booth, please order through the webshop. The web shop is available via this link: [Web shop - Standout](#)

First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find different options.

Furniture

If you wish to order furniture (chairs & stools, armchairs & sofas, tables, reception desks, displays, and accessories) for your booth, please order through the webshop. The web shop is available via this link: [Web shop - Standout](#)

First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find different options.

Hanging/Rigging Services

No hanging or rigging.

Internet / Wi-Fi

- FREE 100 Mbit/s WLAN and a fast download rate
- maximum available bandwidth of 10 Gbit/s

Seamless Wi-Fi infrastructure for 35,000 simultaneous connections from multiple devices

Wi-Fi: Due to the overwhelming demand for Wi-Fi in the exhibition hall the use of private Wireless Access Points within the trade fair area is forbidden because it leads to interference on the wireless network by competing systems as setting up rogue Wi-Fi networks seriously damages the services provided by ACV and the activity on neighbouring stands the organisers reserve the right to demand that any unauthorised networks be shut down. In the unfortunate event that Exhibitors refuse to comply further measures will be taken to shut down the network to protect Congress and fellow Exhibitors from the disruption caused.

Should you wish to order Wi-Fi please contact

IT Equipment & Internet

H82 medientechnik GmbH

Techgate Vienna, Donau-City-Strasse 1

A-1220 Wien,

Tel. +43(0)1 494 15 44

Fax: +43(0)1 494 15 45

e-mail: office@h82.at

[EACTS 2023 – Orderform](#)

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 Exhibitor Services Catalogue.

There are two shell scheme options which can be viewed and ordered in the Standout webshop. The web shop is available via this link: [Web shop - Standout](#)

First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find the two different options.

Security – delivered by G4S

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.

If you wish to order security for your booth, please contact

G4S Secure Solutions AG

Sterneckstraße 19

9020 Klagenfurt am Wörthersee

T +43 50 31 50 –1000

E kontakt.wien@at.g4s.com

W: <https://www.g4s.com/de-at>

Temporary Staff – delivered by Impacts

If you wish to order temporary staff (hostess & Steward, help worker) for your booth, please contact
Impacts Catering Wien GmbH
Felmayergasse 2
A-1210 Wien
T +43 1 402 08 08-310
E personalservice@impacts.at
W:<https://www.impacts.at/>

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

Waste Collection

The web shop is available via this link: [Web shop - Standout](#)
First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find the two different options.

Water

If you wish to order Water Connection for your booth, please order through the Standout webshop. The web shop is available via this link: [Web shop - Standout](#)
First, you will have to create an account and then the registration will take approx. 2-3 days to run through the system. After being “accepted” you can enter the shop with your new account.

There you will find the different options.

ACV Rules and regulations

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

[Technical Guidelines and General Information](#)

Promotional Activities

Advertising - Exhibition Online Catalogue

Advertising in the online catalogue will enhance the visitor experience and success of your show. The cost of an online entry is €450.

Each entry will include:

- hall and booth number(s)
- company name, address, company description, email, and website links
- 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 appear online will be based on the data that has been entered in your Exhibitor User Area. Please complete the required information **NO LATER THAN 28 JULY 2023**.

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

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 28 July 2023**. 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 appear online will be based on the data that has been entered in your Exhibitor User Area. Please complete the required information NO LATER THAN 28 July 2023.

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-3/industry-opportunities-vienna-23/introduction/>

Please contact Industry Relations at industry@eacts.co.uk should you wish to discuss the options available.

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 codes can be purchased via the EACTS Exhibition area at <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 Lead Capture - 2023](#)

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 relevant 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 register for Exhibition Visitor tickets. The price is €100 per person per day.

[Third Party Group Reg – How To 2023](#)

Deadline Dates

This table contains the deadlines for the 37th Annual Meeting. Compulsory activities are indicated with an **Asterix***.

**Deadline for ordering services at regular price, after this date a surcharge of 25% on regular pricing is applicable and will be checked for feasibility by Standout.

After this deadline, the webshop will be reduced to selected products and services (with a surcharge of 25%) and stay available for late orders until 2 weeks before the start of the exhibition.

Form	Responsible	Before
Audio-visuals	STANDOUT	7 September**
App Lead Retrieval App (Codes)	EACTS	No deadline
Booth Plan* (Island/Raw Space stands only)	EACTS	7 August
A 50% cancellation fee is applied for booth cancellations	EACTS	14 July
A 100% cancellation fee is applied for booth cancellations	EACTS	4 August
Carpet for Stand*	STANDOUT	7 September**
Catering Services	MOTTO GROUP	7 September**
Tailor-made catering for stands and meetings rooms		7 September**
Computers and Peripherals	H82	7 September**
EACTS Exhibitor Name Badges*	EACTS	10 September
EACTS Standard Exhibitor App Entry* and Online Catalogue	EACTS	28 July
Electrical Services	STANDOUT	7 September**
Extra Cleaning	STANDOUT	7 September**
Extra Time Work	EACTS	25 August
Flowers & Plants	STANDOUT	7 September**
Furniture	STANDOUT	7 September**
IT Services including Wi-Fi	H28	7 September
Shell Scheme Packages*	STANDOUT	7 September**
Temporary Staff` (Hostesses)	IMPACTS	7 September**
Waste Collection	STANDOUT	7 September
Water Connections	STANDOUT	7 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 to our latest developments. However, although we carefully and constantly review the accuracy of these pages, we cannot assure, under any circumstances, the accuracy, availability, and 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.