



EXHIBITOR'S MANUAL

Dear Exhibitor,

This Exhibitor Technical Manual contains important information and is designed to assist you in preparing for N&G 2023 exhibition.

The Exhibition will be held in conjunction of the [10th International Conference on Nutrition and Growth](#) (N&G 2023) which will take place in London, UK from 30 March-1 April 2023 in [ExCel London](#).

The floor plan has been designed to maximize the exhibitor's exposure to the delegates with e- poster stations taking place in the exhibition area.

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

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

For your convenience, the manual has been divided into sections:

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

We look forward to welcoming you in London and wish you a successful conference and Exhibition.

Best Regards,

YULIA RIJINSKY

Exhibition Manager & Industry Coordinator

Tel.: +972 3 9727995

Email: Yrijinsky@kenes.com

Web site: www.kenes.com

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<https://www.aev.org.uk/e-guide>

CONFERENCE DATES & EXHIBITION DATES

Thursday, March 30, 2023, until Saturday, 1 April 2023

SECTION 1: General Information

CONFERENCE SECRETARIAT

Kenes Group

7, rue Francois-Versonnex, C.P. 6053,
1211 Geneva 6 Switzerland
Tel.: +41 22 906 9178

Exhibition Manager

Yulia Rijinsky

Tel.: +972 3 9727995
Email Yrijinsky@kenes.com

Registration

Marina Rodriguez

E-mail: mrodriguez@kenes.com

Hotel Accommodation

Petya Elenkova

Tel.: +41 22 9080488 ext. 223
Email: pelenkova@kenes.com

Hotels Listing: <https://hotel.kenes.com/en/congress/NGC23>

Sponsorship and Exhibition Sales Contact

Renata Gorinstein

Tel.: +41 22 908 0488 ext. 601
E-mail: rgorinstein@kenes.com

Venue

ExCel London

Marion Adelaide

E-mail: MarionAdelaide@excel.london

Conference website

For updated information regarding the meeting, please visit the website: <https://nutrition-growth.kenes.com/>

Exhibition Related Table

ACTION ITEM	DEADLINE	CONTACT
Hotel Reservation for Staff	As soon as possible	https://hotel.kenes.com/en/congress/NGC23booking@kenes.com
Company profile		
Designed Stand Approval Designs & safety forms must also be approved by the Safety Manager: Phil Fellows via phil.fellows@dimeevents.com Tel: +44 (0) 1799 551950 Mob: +44 (0)7967719120	Friday, 16 February 2023	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Text for Fascia (Scheme stands only)		
K-Lead APP		
Badge Order <i>Available only after submitting company profile</i>		
Constructions and fittings, Carpet	Friday, March 10th 2023 No orders will be available after that date	Lion Exhibition Services Ltd E-mail: info@lionexhibitions.com Lion Exhibition Services Ltd Catalogue may be found online via www.lionexhibitions.com
Furniture Rental - Shell Scheme- Extras		Furniture Order Forms may be found here Flooring Order Forms may be found here Graphics Order Forms may be found here
Stand catering & Beverage	Friday, March 10th 2023	ExCeL London Hospitality Email: Elena.Roberts@excelhospitality.london Tel: +44 (0) 20 7069 4123 For more information please visit https://excellondonhospitality.exhibitorcatering.co.uk/
All stands Electricity	Friday, March 10th 2023 20% surcharge will be applied thereafter	Lion Exhibition Services Ltd E-mail: info@lionexhibitions.com Lion Exhibition Services Ltd Catalogue may be found online via www.lionexhibitions.com Order Forms may be found here

Stand Cleaning	Friday, March 10 th , 2023	cleaningservices@excel.london please place an order here
DELIVERY		
Airfreight Shipments	Please contact MERKUR Expo Logistics GMBH	Ms. Irit Sofer Mobile: +972 52 8890129 Email: irit.sofer@merkur-expo.com
Shipment via Germany Warehouse	30 March 2023	

Exhibition Timetable (subject to change)

Set - Up	Wednesday, March 29, 2023	10:00-20:00 Space Only 15:00-20:00 ALL
	Thursday, March 30, 2023	07:30-10:00 10:00-14:30 Decoration ONLY*
Exhibition Opening	Thursday, March 30, 2023	15:30 -End of Welcome Reception
	Friday, March 31, 2023	09:30-16:00
	Saturday, April 1, 2023	09:30-14:00
Dismantling	Saturday, April 1, 2023	14:00-14:30 quiet dismantling 16:30-22:00**

***On Thursday, March 30, 2023 after 10:00 no noise, construction works will be allowed under any circumstances as adjacent Registration area will be open.**

Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

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

VERY IMPORTANT: MOVE IN SHOULD BE COORDINATED IN ADVANCE WITH MERKUR.

PLEASE NOTE:

Empty crates and packaging material must be removed after set-up and no later than Thursday, March 30, 2023 at 09:00

- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- Any equipment, display aid or other material left behind after Saturday, April 1, 2023, at 23:00 will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

Off Exhibition Information

Please do not leave any visible valuable articles at your stand. In addition, please consider hiring extra security for your stand before\after Exhibition Operating hours.

Welcome Reception

You are cordially invited to the Welcome Reception held in the Exhibition Hall Thursday, March 30 at 19:15.

SECTION 2: Exhibition Floor Plan, List of Exhibitors

<https://apps.kenes.com/floorplan/#/congress/NGC23>

List of Exhibitors (of December 2022)

Company Name	Stand No	Stand Size	Stand Type
Advanced Lipids	09	18	Space
Cosmed	06	9	Shell
Maltron International	01	12	Shell
Nestle	07	70	Space
Nutricia	12	24	Space
Wyeth Nutrition	08	24	Space
Xlear	03	12	Space

SECTION 3: Exhibition Services

Exhibitor Badges

- All Exhibitors are required to be registered and will receive a badge displaying the exhibiting company's name and individual name.
- Two complementary exhibitor badges will be given for the first 9 sqm booked, and one additional for each 9sqm thereafter. Any additional exhibitor badge will be charged an exhibitor registration fee of **GBP 175**.
- To place an order of **additional badges**, please complete the form in the exhibitor's portal. Deadline for ordering badges: March 13, 2023.
- Exhibitors' badges give free access to the exhibition area only, including refreshments for registered exhibitors.
- All personnel are required to wear badges to access the venue. Company representatives not wearing their badges will not be allowed to access the exhibition.
- Company name badges are for the use of company personnel for booth staff purposes only and should not be used by companies to bring visitors into the Exhibition.

Exhibitor's badges **will not** be mailed in advance and may be collected at the **Registration Desk** on arrival.

Additional Exhibitor badges can be ordered via:
<https://kenes.eventsair.com/ngc23/ngcexhibitors23>

Deadline: March 13, 2023

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

Access to the Exhibition Hall during Set-up and Dismantling Times

Stand contractors and staff must wear service passes during the entire set-up and dismantling period. Service Passes are free of charge and may be collected from the Exhibition Manager Desk on-site.

On Site Exhibition Manager Desk

The Exhibition Manager Desk will be open throughout the Exhibition set-up, opening and dismantling period. The desk will be located within the Exhibition area.

Prior to this time, if you have any queries regarding your participation at NGC 2023 Conference, please feel free to contact the Exhibition Manager:

YULIA RIJINSKY

Exhibition Manager

Tel.: +972 3 9727995

Email: Yrijinsky@kenes.com

Web site: www.kenes.com

Lead Retrieval Wireless Barcode Reader

Lead Retrieval Wireless Barcode Readers are a helpful tool for receiving contact information about participants who visit your stand or attend your symposium, enabling exhibitors to enhance their database by securing valuable leads for further marketing and communication.

K-Lead Application (no device is included).

The Application should be installed on your company/personal device.

The advantages of the new application:

- Effortless process using registration badge barcode.
- Ability to insert exhibitor's comments for each lead.
- Immediate information retrieval online.
- Application is available for download from Apple store or Google play: "Kenes K-Lead App".
- Cost per unit – **GBP 600**

Please Note:

In light of the new data protection regulation recently enacted in Europe, Kenes Group has updated its privacy policy.

Kenes will not share delegate's personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.

Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.

In addition, please note that neither Kenes Group nor the Organizing Committee is responsible for the content of the information.

To order K-Lead please refer to the online Exhibitor's Portal <https://exhibitorportal.kenes.com>

Deadline: 16 February 2023

For payments made by credit card, an additional 4% service charge will be added.

SECTION 4: Technical Information

Space Only Stands

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

1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed stand to be built.
2. A list of all Electrical appliances to be installed in the stand.
3. The name and contact details of their construction company.

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

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

Deadline: 16 February 2023

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
- **Exhibitors are requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Stand construction shall be such that their edges bordering on aisles shall be as transparent as practicable. The target should be a frontage that is 70% open.**
- Construction finish must be perfect in all the stand's visible areas, including rear sides.
- **Any part facing neighboring stands that is above 2.50 m in height needs to be designed with neutral surfaces (white or grey).**
- If you have **floor platform** at your stand higher than 4.5 cm, you are required to provide a ramp for handicapped access.
- Advertising on the boundary with other stands is prohibited.
- Multilevel structures are not permitted.

The maximum building height for the top of all elements in the stands is 4 meters.

Ceiling Rigging is permitted and require approval.

- Carpets and other elements shall be fixed using fabric cotton tape, natural rubber adhesive and shielding paper with brown silicon.
- Fabrics used as decorative elements must be Class 1 and carpets must be B (FL) – s1.
- Double Decker Stands on Two Levels are not allowed
- Please submit your booth layout for approval via the Kenes Exhibitors Portal by Friday, 16 February 2023
- The Organizers will not approve stands that do not comply with the accepted standards until the necessary changes have been made.

Each exhibiting company should submit the name and details of their construction company. Please submit it via the Kenes Exhibitors Portal by Friday, 16 February 2023

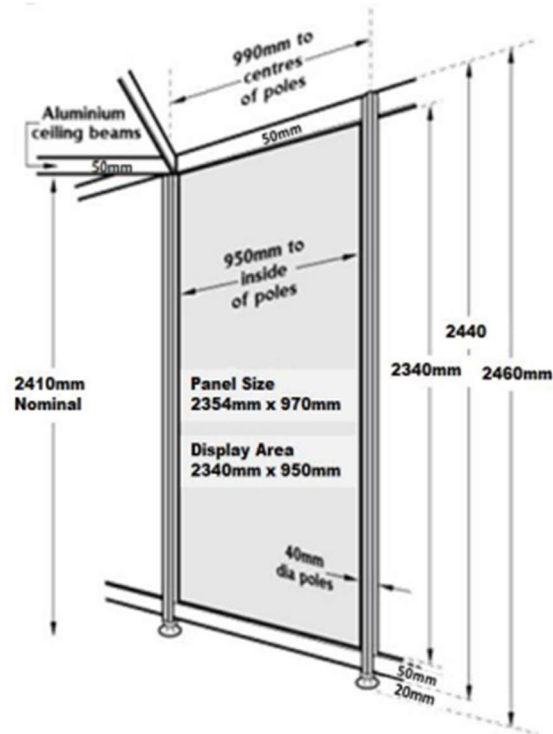
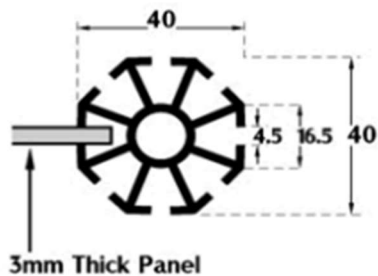
- The Organizers will not approve stands that do not comply with the accepted standards until the necessary changes have been made.

We recommend exhibitors using independent stand contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact **Marion Adelaide** via Marion Adelaide MarionAdelaide@excel.london from ExCel London.

Shell Scheme Stand

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

OCTANORM - Shell Scheme System Information



Shell Scheme Booth Package which have been pre-booked with Kenes includes the following:

- 2.46 meters high, white infill panels, including ceiling grid
- Blue Carpet
- Fascia
- One spotlight per 3 sqm booth or a rail of 3 spotlights per 9 sqm booth

* Actual panel size: 970mm wide x 2354 mm high

* Visible panel size: 950 mm wide x 2340 mm high

Stand Package **does NOT include**:

- Furniture
- Electricity
- Stand cleaning

Please note: Corner stands are provided with two open sides and fascia panel on each open side.

Fascia Sign

45 characters, including spaces, may be written on your fascia for every meter of fascia length.

Please submit your fascia order by Friday, 16 February 2023

You can submit your design/Facia on the Exhibitors' Portal:

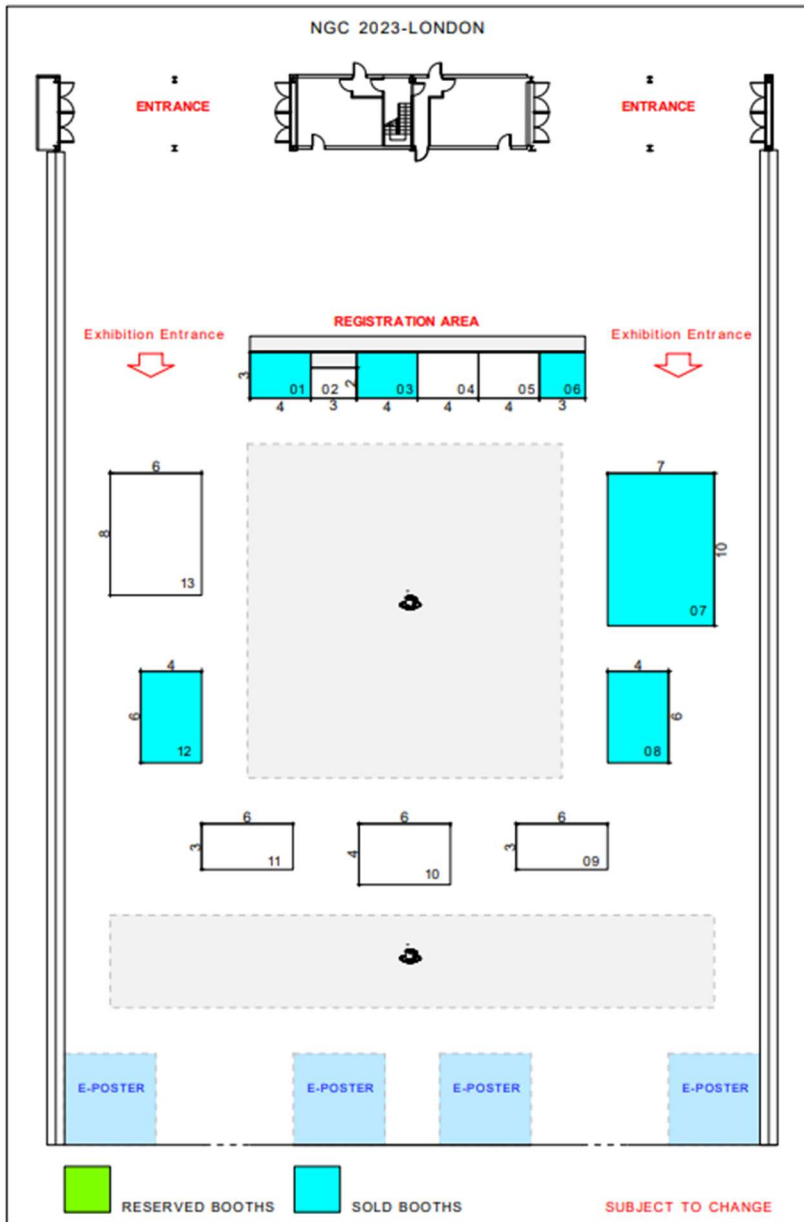
<https://exhibitorportal.kenes.com>

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

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

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

Exhibition Area



Hall Specifications

- **Hall Name:** South Event Hall **S3-S4**
- **Maximum Build-up Height** for space only stands: 4 meters.
- Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.
- If your booth design will include one of the following characters mentioned below, a local authority approval will be required: a raised floor of 600mm.
- Please note that if your booth has a platform higher than 4.5 cm, you are required to provide a ramp for disabled access.

- Any part facing neighbouring stands with mutual walls that is above 2.50m in height needs to be designed with neutral Surfaces (white).

- **Rigging Options:** Ceiling hanging is permitted and require approval. Please refer to the Order Form [here](#)

Choose from a range of simple, off-the-shelf banner rigging packages www.excel.london/webshop for suspending above your stand. Before you request a quote, please ensure you have permission to rig from the event organiser. If you have more complex requirements, then please get in contact with our team exhibitororders@excel.london

At ExCeL London, primary attachments are provided exclusively by our team. If you need lighting or power for your rig, you will need to contact the appointed electrical contractor for the event.

- Please keep at least 3m free from the ground and maximum 6-meter measuring from the ground to the top of the suspended banner.
- **Floor Finish:** Concrete.
- **Floor Load:** No load more than 5 tons per square meter is permitted to be placed on the floor of the Halls. Floor loadings more than the above may be permitted on application and subject to the venue's approval.
- **Electricity and Electrical installations:** The ExCel is required by law to ensure that all electrics and mains supplies are installed safely within the building. This includes contractors' installations and the subsequent connections made by exhibitors. **Electrical Adaptor:** Please remember that a British electrical adaptor is being used in the UK.



- **Security:** The Organizers will provide security guard services in the exhibition hall during closing hours. Neither the Venue nor the Organizers can accept responsibility for security of the stands and their contents or damage to and theft of any good. Exhibitors are responsible for the security of their stand and equipment.
- **Internet & Telecommunication:** A free Wi-Fi access will be provided to all visitors, suitable for basic web browsing. However, this is a public connection and is unsuitable if you will have any internet-based feature such as connecting to a server. Should you require an internet connection for any product demonstrations on your exhibition stand, we recommend ordering a wireless or wired connection, at an extra cost, to guarantee a high-quality service inclusive of technical support.
Private Wi-Fi networking in your booth is not allowed. For additional information and orders please refer to the following [order form](#)

Deliveries to the venue

Traffic Marshalling

IMPORTANT NOTICE - ALL VEHICLES TRAVELLING TO EXCEL LONDON FOR THE PURPOSE OF BUILD UP, BREAKDOWN OR DELIVERIES SHOULD KINDLY NOTE THE FOLLOWING:

- The venue is only accessible between 05:00 and 23:00 each day (tenancy depending).
 - On arrival, vehicles need to make their way to the Traffic Administration Office on Sandstone Lane.
 - There is a holding area in front of the Traffic Administration Office, please follow the marshal's directions to park, then proceed to the Traffic Administration Office in person.
 - Drivers will then be issued with a Lorry way Access Document (LAD). This will detail the date, show name, name of the stand, stand number and vehicle registration number. It will also indicate a time limit for unloading or loading. Drivers must adhere to the specified time limit. Those exceeding the time limit will be clamped or removed. If extra time is needed, please see a traffic marshal.
 - Exit the Traffic Administration Office and return to your vehicle. You will be directed to a queuing system where you should wait until space is available on the lorry way to unload which will be advised to you by a marshal.
 - On completion of unloading/loading, vehicles must be removed to the relevant parking area or leave the site immediately.
 - In the event of a vehicle breakdown or accident, please contact a traffic marshal immediately.
 - The co-operation of all drivers in observing these processes is appreciated.
- Lorry & Transit Sized Vehicle Parking
- All lorry/transit type parking is subject to availability and is located in the north-west lorry park on Seagull Lane (adjacent to the DLR tracks).
 - Lorry/transit type vehicle parking is free of charge during build up and break down days but there is a £30 per day charge for lorries (vehicles over 3.5 tons) and a £15 charge for transit type vehicles (below 3.5 tons) during event open days.
- Terms and Conditions of Use
- Parking is charged at £30/£15 (depending on vehicle size) per open day on a first come, first served basis.
 - If a vehicle(s) wish to park for buildup days only, this will be permitted using the Lorry way Access Document, clearly displayed in the window of the vehicle.
 - Terms and conditions relating to this are to be found on the reverse of the Lorry way Access Document.
 - Drivers are required to remove vehicles prior to the open days (unless paying to park as detailed above).
 - Any vehicles failing to show a valid parking permit or displaying an out-of-date parking permit, shall be penalty ticketed and a fee of £80 will be levied.
 - All vehicles parked in the north-west lorry park, must be empty of all goods and stock and where possible, all curtains and doors left open.
 - No overnight sleeping in vehicles is permitted.
 - Drivers must follow the instructions issued to them by traffic marshals at all times.
 - ExCeL London and its partners accept no responsibility for loss, damage or theft to vehicles or their contents.

More useful information may be found [here](#)

Travel to and from ExCel:

Information on travel to and from ExCel can be found on:

<http://www.excel-london.co.uk/visiting-excel/>

Please Note:

The Exhibition area is in the main corridor which is used as a **pass way** to the registration area and e posters. Conference opening hours are longer than the exhibition opening hours and Participants will walk past the exhibition area. For security purposes, we highly recommend ensuring your booth is manned for the duration of Conference opening hours

Exhibitors are responsible for the security of their stand and equipment. If you would like to arrange additional booth security, please contact OJ Secure Ops Ltd. Via office@secure-ops.com

Storage

If you require the storage of empties, please contact Irit Sofer of Merkur Exhibitions and Projects at: Email: irit.sofer@merkur-expo.com.

Waste Removal

Exhibitors are responsible for the removal of all refuse/waste from the Exhibition area.

Any discarded waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.

Accommodation

Kenes International is offering exhibitors specially reduced rates for various hotels around the meeting venue. Information, pictures, location and rates are available on the hotel accommodation page:

<https://hotel.kenes.com/en/congress/NGC23> or email us to: booking@kenes.com

You may also book a room online through above link. Different payment and cancellation conditions apply.

Children/Animals

No person under the age of 16 years can be admitted to the Exhibition, either during Build-Up, Open Days or Breakdown. This rule also applies to Exhibitors' children and must be rigidly enforced to comply with the safety regulations of the exhibition. It is also not permitted to bring animals into Venue.

Build-Up & Dismantling Period

During the period of build-up and dismantling, it is prohibited to consume alcoholic beverages in the working area as well as to perform work under the influence of alcohol and drugs.

The Exhibitors and contractors are required to wear the necessary personal protective equipment such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.

Damage to the Building

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

Fire Regulations

Stand material and fittings must be non-flammable or impregnated with fire-retardant chemicals. As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Health & Safety

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

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorization.

Special Effects

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

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

Smoking Policy

The Excel Conference Centre operates a NO SMOKING policy in ALL halls.

Insurance (compulsory)

While every reasonable precaution will be taken to protect the exhibitors' property while on display at the Exhibition, it must be clearly understood that the organizers, the management of the venue and the official contractors can accept NO liability for any loss or damage sustained.

You are also responsible for insuring against any legal liability incurred with respect to injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control.

Liability

Companies are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.

If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

Promotional Activities

All demonstrations or instructional activities must be confined to the limits of the Exhibition stand. Advertising material and signs may not be distributed or displayed outside the exhibitor's stands. Sound equipment must be regulated and directed into the stand so that it does not disturb neighboring exhibits. Exhibition Management reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

SECTION 5: Official Contractors

Stand construction \ Additional Stand Fittings \ Furniture Rental & Electricity

Lion Exhibition Services Ltd

E-mail: info@lionexhibitions.com

Lion Exhibition Services Ltd Catalogue may be found online via www.lionexhibitions.com

Catering Services

Exhibitors who wish to order food and beverages for their exhibition booth are welcome to do so directly with the ExCel official and exclusive caterer.

You are therefore not allowed to bring in your own food or beverages into the hall or arrange for their delivery by third parties, without the express written permission of the official caterer, the official and exclusive caterer.

Elena Roberts

Elena.Roberts@excelhospitality.london

Tel: +44 (0) 20 7069 4123

Stand Security

Secure-Ops (Preferred supplier)

Tel: + 44 (0)1920 870999

Email: office@secoure-ops.com

Website: www.secure-ops.com

Hostesses

Email: Bettina@moorepeople.co.uk

FLORIST- OLDACRE

The shop is located on site at ExCeL London, on Sandstone Lane, underneath the east end of the North lorry way.

Tel: +44 (0)20 7069 4235

Email: info@oldacre.co.uk

Website: www.oldacre.co.uk

Stand Cleaning Services:

cleaningservices@excel.london

Please book cleaning for your booth via the following [link](#)

Waste disposal

Plan ahead and pre-order a waste disposal service for building materials and general rubbish that you may be unable to take away from site in your vehicle. Please remember that any waste left on site will incur a surcharge for removal. Go to www.excel.london/webshop or contact exhibitororders@excel.london to book waste disposal services.

Recycling and reducing waste is everyone's responsibility. There could be some items that you don't want to take with you, but someone might find useful. That could be pens or notepads or even, things like cushions or fabrics. Why not donate them to a local charity? We can arrange for a local charity CFE, ahead of the event to arrange collection, if the item is useful to them <https://www.c-f-e.org.uk/>

Cleaning Services

Ensuring your stand is clean couldn't be more important. Check your stand package for cleaning before you select a cleaning service during the show or a deep clean each day. Book your service now by going to the online store www.excel.london/webshop or email us at exhibitororders@excel.london

At the end of each day please put your full bin bag in the aisle at the end of the day so that it can be collected by the cleaners. Any items left in the aisles will be considered litter and disposed of.

Freight Handling & Customs Clearance Agent

MERKUR Expo Logistics GMBH

Ms. Irit Sofer

Mobile: +972 52 8890129

Email: irit.sofer@merkur-expo.com

SECTION 6: Delivery Regulations and Instructions

Delivery & Logistic Services

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

For security, insurance, and efficiency reasons, **MERKUR Expo Logistics GMBH is the sole official agent to handle cargo inside the venue**. Stand builders are prohibited from using trolleys during set-up and dismantling periods.

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

Exhibition Goods, Insert and Display Materials

Please note that all materials entering the venue incur a handling charge. This includes materials for inserts to the Meeting bags and display. To receive a price quote for handling and to assure arrival of your materials, please be sure to complete the “**Pre-advice**” form included in the shipping instructions.

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

MERKUR Expo Logistics GMBH

Ms. Irit Sofer

Mobile : +972 52 5114982

Email: irit.sofer@merkur-expo.com

Onsite Handling

Due to security, insurance and organizer policy, MERKUR is the exclusive handler inside the venue. No other company is permitted to handle cargo within the venue.

Please note that companies, stand builders & PR companies may make their own arrangements to deliver and retrieve goods directly to the warehouse/venue entrance.

Please note:

For Rate offer and labels please contact MERKUR. Shipments without pre-alert will Not be accepted.

N&G23 Label Bag Inserts For Switzerland & Non European countries ONLY

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/Label-Bag-Inserts-DIRECT-TO-THE-VENUE.docx>

N&G 23 Label Direct to the Venue For Switzerland & Non European countries ONLY

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/Label-DIRECT-TO-THE-VENUE.docx>

N&G23 Shipping-instructions London 2023

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23-Shippig-instructions-London-2023.doc>

N&G23 Material handling and payment confirmation 2022

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23Material-handling-and-payment-confirmation-2022-003.doc>

N&G23 Kenes tariff 2023 Dec 2022

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23kenes-tariff-2023-Dec-2022.pdf>

N&G23 Label VIA ADVANCED WAREHOUSE

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23-Label-VIA-ADVANCED-WAREHOUSE.pdf>

SECTION 7: Order Forms

The following orders are to be filled and submitted through the **Kenes Exhibitors' Portal**:

<https://exhibitorportal.kenes.com>

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

- Company Profile
- Fascia for Shell Scheme Stand only
- Stand design and full details of Construction Company – for “Space only” stands
- Lead Retrieval Wireless Barcode Reader (K-Lead App)

Deadline: 16 February 2023

If you require any additional services which do not appear in this manual, please contact:

YULIA RIJINSKY

Exhibition Manager

Tel.: +972 3 9727995

Email: Yrijinsky@kenes.com

Web site: www.kenes.com

SECTION 8: ExCel London – Rules and Regulations and Important Venue Information for Exhibitors

<https://www.aev.org.uk/e-guide>