



Industry Manual

November 2024

Dear Supporter,

We are happy to present you with the **N&G 2024** Industry Symposia Manual which will take place in **Lisbon, Portugal** on **15 – 17 February 2024**.

Venue address:

CCL – Centro de Congressos de Lisboa

Lisboa Congress Centre

Praça das Indústrias, 1300-307

Lisboa, Portugal

<https://lisbonvenues.pt/en/>

This manual covers important information and is designed to assist in preparing for your Industry Symposium. We trust that you will find it helpful and suggest that you read all the information presented. 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.

Exhibitors and Supporters Portal

Each supporter will receive an e-mail with login details to access the Portal. The Portal enables supporters to:

- Submit company logo and profile
- Order lead retrieval (badge scanners)
- Order exhibitor badges
- Submit booth drawing (for “Space Only” booths) / Fascia sign lettering (for “Shell Scheme” booths)

The login details will be sent to the person signing the contract. This person is responsible for passing on the login details to third party if needed.

Access to all Portal services will be available only after submission of your company profile and logo. Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

Lastly, Kenes Group is offering participants and supporters special rates for various hotels in Lisbon. Information, pictures, location and rates are available on the hotel accommodation page: [click here](#) or email us at rangelova@kenes.com

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

We look forward to welcoming you in Lisbon and wish you a successful and fruitful conference!

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Section 1: Symposium Related Contact Information

Kenes Contacts:

Meeting Organiser

Kenes Group

Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140

Hotel Sales Manager

Ralitza Angelova

Tel: +41 22 908 0488 Ext: 279 | E-mail: rangelova@kenes.com

Industry Coordinator

Yulia Rijinsky

Tel: +41 22 908 0488 Ext: 295 | E-mail: jrijinsky@kenes.com

Audio Visual Coordinator

Mike Perchig

E-mail: nest@nest-av.com

Industry Liaison & Sales

Renata Gorinstein

Tel: +41 22 908 0488 | E-mail: at: rgorinstein@kenes.com

Registration

E-mail: reg_ngc24@kenes.com

Product Marketing Coordinator

Olaya Espejo

E-mail: oespejo@kenes.com



Contractors:

Catering

Silva Carvalho Catering

Ms Ines Oliva

E-mail: ioliva@sccatering.pt

Catering is **exclusive** to *Silva Carvalho Catering*

Onsite Logistic Agent, Material Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Mauricio Neves

Email: mauricio.neves@merkur.pt

Merkur is the **exclusive** handler inside the venue.

Hostesses & Temporary Staff Hire

Mr Júlio Teixeira

E-mail: julio.teixeira@ccl.fil.pt

Section 2: Deadlines Table

Action Item (Please refer to your signed contract)	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	Ralitza Angelova rangelova@kenes.com
Payment of Invoice Balance	Must be received in full one week prior to the Meeting	Pazit Hochmitz phochmitz@kenes.com
Symposium Final Programme (for approval by Scientific Committee)	As soon as possible and no later than Friday, 15 December	Please send by email in the requested specifications to Industry Coordinator: Yulia Rijinsky rrijinsky@kenes.com
Promotional E-mail Blast (Exclusive and Joint)	Monday, 25 December	
Text for Push Notifications for Virtual Platform	Friday, 15 December	
Mobile app adverts	Monday, 25 December	
K-Lead Retrieval System	Friday, 15 December	Online via Exhibitor's Portal
Placing orders for Voting/ 'Ask the Speaker' and other Technology Products and Services	Friday, 15 December	Olaya Espejo oespejo@kenes.com
Hostesses & Temporary Staff Hire	Please directly contact the company	Júlio Teixeira julio.teixeira@ccl.fil.pt
Catering Services	Thursday, 25 January	Silva Carvalho Catering Ines Oliva ioliva@sccatering.pt
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms ONSITE	Please directly contact the AV coordinator	Mike Perchig nest@nest-av.com
Shipping & Material Handling Services		
Door to door	Please contact <i>Merkur Expo Logistics</i>	Mr. Mauricio Neves mauricio.neves@merkur.pt
Airfreight shipments		
Shipment via Lisbon Advance Warehouse	February 8 and 9, 2024	
Direct to the Venue	Not available	

Section 3: Industry Symposia Timetable

Industry Symposia: available online here: <https://nutrition-growth.kenes.com/industry-sessions/>

Important notes:

- Industry Supported Sessions are **not** included in main event CME/CPD credits.
- In order to support you in the best possible way, please share your plans and requirements with us. This information is invaluable for the success of your symposium. Please coordinate directly with the Industry Coordinator Yulia Rijinsky at: rjinsky@kenes.com
- We recommend arriving at least 15 min prior to the start of your Symposium, to check the setup. A member of the Kenes Operational team will be available onsite should you need any assistance.
- Handouts are allowed to be distributed at the entrance to the Symposium Hall; however, it is NOT permitted to place material on the seats inside the hall.
- Printed tent cards placed on the head table are allowed and should be produced and provided by supporter.
- We ask presenters to follow the time schedule precisely in order for the day's events may run smoothly. The updated scientific programme can be found on the [N&G 2024 Website](#).

Catering / F&B

- **Lunch boxes** can be taken into the symposium halls.
- Supporters who wish to order **Lunch boxes for their symposium or any food and beverages for their meeting/hospitality room** are welcome to do so directly with **Silva Carvalho Catering**. Kindly contact Ms Ines Oliva at ioliva@sccatering.pt.
- Other arrangements – upon request. If you would have any different F&B request for your symposium, please contact the Industry Coordinator first rjinsky@kenes.com, so we can check for you.
- **Deadline: Thursday, 25 January**
- Catering is **exclusive to Silva Carvalho Catering** and should be ordered in advance.
- If you are considering having catering during the symposium, please note that additional charges will be applied for cleaning the hall immediately following the session.
- Please take into consideration that lunch and refreshments will be served in the Exhibition Hall according to the Meeting timetable ([click here](#) for the most updated timetable)
- If you are planning to offer catering together with the symposium, it is recommended to indicate this in all publications (as long as it is in line with the supporter's internal compliance policy.)

Speakers' Expenses

As indicated in the sponsorship agreement, the supporting company, in addition to the support fee, must cover all speakers' expenses, including registration fees, accommodation and travel expenses. This also applies in the case where the Industry Symposium speakers have already been invited by N&G 2024.

Technical Rehearsal

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Meeting Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians.

Section 5: Industry Symposia Halls

Auditorium I: Technical Details

Hall Technical Details	
Hall Location	1 st Floor
Hall Capacity	900 participants
Seating format:	Fixed seats, tiered seating rows
Hall Layout	Theatre

Pavillion 3 AB

Hall Technical Details	
Hall Location	0 Floor
Hall Capacity	300 participants
Seating format:	Flat floor, theater seating rows
Hall Layout	Theatre

Pavillion 3 CD

Hall Technical Details	
Hall Location	0 Floor
Hall Capacity	300 participants
Seating format:	Flat floor, theater seating rows
Hall Layout	Theatre

Lectern Banner Dimensions: **for Auditorium I ONLY**

- Vertical 49" Plasma screen in front of the lectern, facing the audience, projecting a PPT with the name of the speaker.
- Please contact the Audio-Visual Coordinator, Mr. Mike Perchig (e-mail: nest@nest-av.com), in order to design the images according to the required resolution.
- The "virtual" banner can include the title of the Symposium and the name and logo of the Sponsor
- Using the N&G 2024 logo for the branding is not allowed



Head Table Dimensions:

480cm wide by 75cm high

Sufficient seating for up to 6 persons (the head table will be made out of 6 modules)

- Signage exclusivity for FILDESIGN (see details below)
- Self-branding of the head table is not permitted
- Using the N&G 2024 logo for the branding is not allowed

The head table will comprise 6 single table modules like the below (note that the example below comprises 5 modules):



The general stage setting in Auditorium I includes 1 speaker lectern and a head table accommodating up to 6 persons. For alternative/additional arrangements (fees may be incurred) please contact Yulia Rijinsky rjijinsky@kenes.com.

<p>Lectern Banner Dimensions: for hall Pavilion 3AB and Pavilion 3CD</p> <ul style="list-style-type: none"> Using the N&G 2024 logo for the branding is not allowed 	
<p>Head Table Dimensions: TBA</p> <ul style="list-style-type: none"> Signage exclusivity for FILDESIGN (see details below) Self-branding of the head table is not permitted Using the N&G 2024 logo for the branding is not allowed 	<p>#of tables TBA</p> 

Please note that the head table and lectern will be branded with the general Meeting branding.

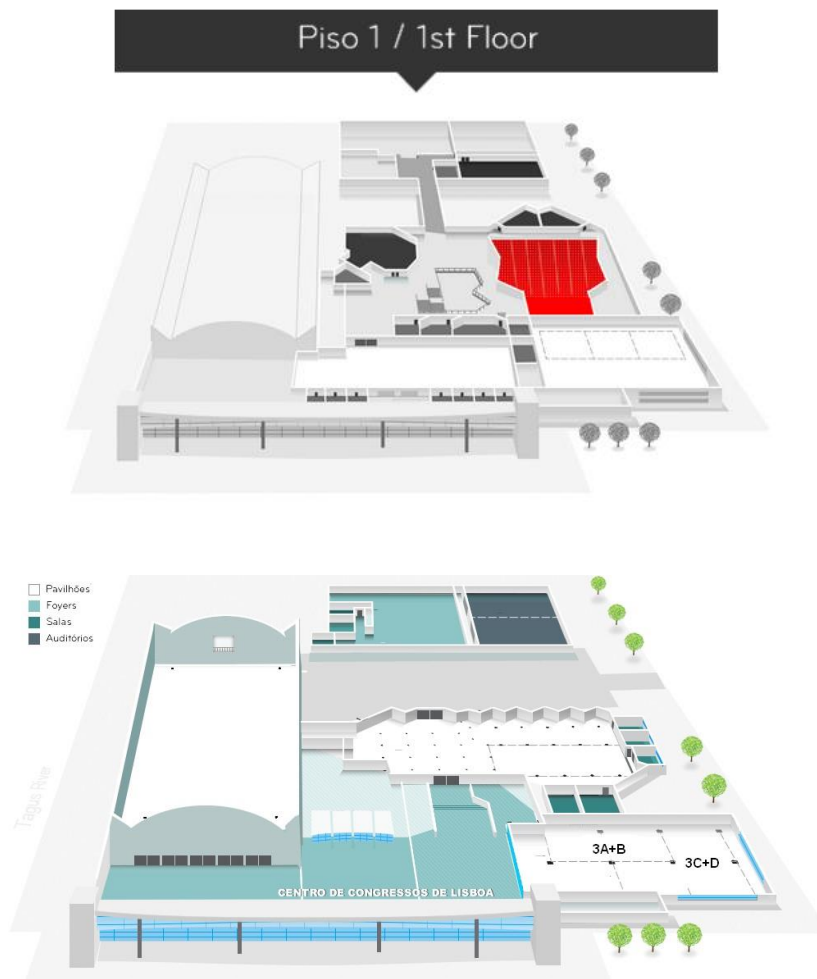
If you are interested to have your own company branding for the head table and lectern, note that this is optional and should be arranged in advance by the sponsoring company.

- **Lectern:** The Lectern in Auditorium I will be branded digitally, please contact the Audio-Visual Coordinator, Mr. Mike Perchig (nest@nest-av.com), in order to design the images according to the required resolution. **In other halls there is a non-digital lectern as per above.**
- **Head table:** due to the time constraints between the sessions and the specifics of the branding, changing the default Meeting branding is not recommended. However, if you prefer to have your own company branding for the head table, please contact the Industry Coordinator Yulia Rijinsky rjijinsky@kenes.com to discuss the options. The official supplier for producing the branding of the head table is FILDESIGN.

Location and Layout

Please click on the links below for venue map:

- [Level 0](#)
- [Level 1](#)



Auditorium I





Pavilion 3AB and Pavilion 3CD



Audio-Visual (AV) Equipment

Auditorium 1, N&G 2024 Congress

- Large front projection screen, image of H4.5 X W12 meters ([see photo below](#))*.
- 2 x High-powered Data projectors to create the panoramic background image and to project the PowerPoint & Video images as picture-in-picture “windows” on the screen.
- Data/Video control system, including a seamless Data/Video switcher and all necessary cabling (opening picture-in-picture "windows" and adding titles of the speakers on the central screen, etc.).
- Video camera, to capture the face of the speaker at the lectern for live close-circuit projection during presentations.
- 46” Confidence monitor in front of the head table, showing the same PowerPoint & Video images as projected in the large picture-in-picture “window” on the central screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers’ Ready Room.
- Designed lectern with a Portrait 49” Plasma screen installed in each front, facing the audience, projecting a PPT with the name of the speaker ([see photo below](#))*.
- Wireless PowerPoint advancer
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- 27” Countdown Timer Monitor in front of the lectern.
- P.A. (sound) system, which covers the hall and the stage, including 9 wired microphones (3 head table, 2 lectern, 4 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- Colorful Lighting on stage
- 5 x AV technicians to operate the above-mentioned systems (incl. a camera operator)



For demonstration only (the photo of the lectern was taken in a different Venue)

The Sponsor's "virtual" banners on the Panoramic screen and in front of the lectern will be projected. Please contact the Audio-Visual Coordinator, Mr. Mike Perchig (e-mail: nest@nest-av.com), in order to design the images according to the required resolution.

The "virtual" banners can include the title of the Symposium and the name and logo of the Sponsor.

Pavillion 3AB, N&G 2024 Congress

- 2 x front projection screens, image of H1.6 X W2.8 meters each.
- 2 x Data projectors, 5000 ansi-lumens each.
- 32" Confidence monitor in front of the head table, showing the same PowerPoint image as projected on the 2 main screens..
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- 27" Countdown Timer Monitor in front of the lectern.
- P.A. (sound) system, which covers the hall and the stage, including 6 wired microphones (3 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems

Pavillion 3CD, N&G 2024 Congress

- Front projection screens, image of H1.6 X W2.8 meters.
- Data projectors, 5000 ansi-lumens.
- 65" Delay monitor installed half-way along the lateral wall, showing the same PowerPoint image as projected on the main screen.
- 32" Confidence monitor in front of the head table, showing the same PowerPoint image as projected on the main screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer.

- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- 27" Countdown Timer Monitor in front of the lectern.
- P.A. (sound) system, which covers the hall and the stage, including 6 wired microphones (3 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems

Presentations Upload Onsite

If you are using a PowerPoint presentation (or any other PC-based application), please note that you have to deliver it on a USB Memory stick to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and at least 2 hours before the start of the session.

Please note that the meeting computers at the lectern are supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

Important Note for Macintosh Users

To use MAC presentations on the PC compatible Meeting computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

- Convert it to PowerPoint or PDF. Use a common font, such as Arial, Times New Roman, Verdana etc. (Special characters might be changed to a default font on a PowerPoint-based PC).
- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

Technical Rehearsal

As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the presentations during the rehearsal. Please plan directly with the Meeting Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians..

Section 5: Symposium Promotion

Symposium Title and Program

Please submit the final symposium programme using [the attached Agenda format](#) via email to jrijinsky@kenes.com as early as possible and no later than Friday, 15 December. The proposed programme should include:

- Session Title (up to 110 characters including spaces)
- Session Description (up to 200 words, you can also include hyperlinks inside of it)
- Speaker Presentations Titles
- Timing – duration of each speaker presentation and full timing of the agenda
- Speaker/Moderator Full Name
- Speaker/ Moderator Country
- Speaker/ Moderator E-mail
- Speaker/ Moderator Affiliation
- Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

- Speaker **Bio** – up to 200 words.
- Speaker **Photo** – 180x240 px, JPG Format

In case of changes to your symposium title or Programme *after submission*, please update the Industry Coordinators: Yulia Rijinsky at jrijinsky@kenes.com

Symposium Promotion

This section includes guidelines which will assist you to prepare promotional items related to your industry symposium, however, **kindly refer only to the relevant items in accordance with your sponsorship agreement.**

Due to CME/CPD accreditation criteria for this Meeting, the following rules apply:

- When creating adverts for **mobile app and mailshots** is allowed to promote product, symposia, or company promotion.
- When creating adverts for External and Internal lobby flags in the virtual platform it is allowed to promote symposia or company promotion.
- When promoting your symposium, please always indicate on any of your promotional materials: ***This session is not included in main event CME/CPD credit***
- Meeting banner should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- In addition, it is not permitted to use the N&G 2024 logo on any of the symposia materials.
- When promoting your symposium, you are allowed to use the phrase:
Official Symposium of N&G 2024

Promotional Items

Virtual Platform Push Notification

For supporters entitled to a push notification as per their signed contract, kindly submit the text **no later than Friday, 15 December** via email to dyosifova@kenes.com according to below guidelines:

- Message Title – Maximum **75 characters** including spaces
- Message body – Maximum **140 characters** including spaces
- Preferred date and exact local time, please coordinate with your industry coordinator
- *Note the final schedule will be determined closer to the meeting, considering other pushnotifications.
- Push notifications will be sent out during breaks in order not to disturb the participants who are inside the halls.

Mobile App Advert

For Supporters sponsoring the App, please send the file **no later than Monday, 25 December** via email to jrijinsky@kenes.com.

File format: PNG or JPG (up to 800kb)

Size: **780px x 1688px**

We recommend avoiding using small text, so the advert could be readable when displayed on a mobile screen.



Promotional Email Blast – Exclusive

Sponsors entitled to an Industry Mailshot as per their signed contract, please [click here](#) for the design requirements. **Please make sure to forward these guidelines to your web-designer/programmer.** Please upload the **HTML version** of your mailshot and other relevant files together in zip folder and send us everything **with the subject line, no later than Monday, 25 December** via email to jriinsky@kenes.com.

Important notes:

- In case the webmail is promoting a sponsored symposium, please include the following disclaimer:
This session is not included in main event CME/CPD credits.
- It is not allowed to use the N&G logo. The meeting banner will be added to the webmail's header by Kenes.
- The "From" field will be "N&G 24 Supporters"
- The exact launch date will be determined by Kenes in due course. The E-mail Blast will be sent out to the pre-registered delegates who have agreed to receive promotional material from supporters.

Please send the required file(s), **together with the subject line**, via email to jriinsky@kenes.com.

The exact launch date of the joint e-mail blast will be advised closer to the meeting. It will be sent out to the pre-registered participants who have agreed to receive promotional material from supporters.

Symposium Signage (Optional)

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. The symposium signage should be produced by the supporter. Please make sure to follow the guidelines specified at the beginning of this section.

1. Session Hall Signage

➤ Self-Standing Sign at the Entrance

One stand-alone sign to be placed at the entrance of the session hall 15 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign: ***This session is not included in main event CME/CPD credits.***

➤ Stage Banners

- 1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.
- 1 x horizontal sign placed in front the head table facing audience. (For dimensions, please refer to Section 5: Industry Symposia Halls).
- Branding of the digital lectern **in Auditorium I** (for further details, please refer to Section 5: Industry Symposia Halls-AV Equipment). Please approach Mike Perchig via nest@nest-av.com for branding.

2. Self-standing signage in other areas

The Supporter is entitled to place one sign (W85cm x H200cm) advertising the Symposium, at the stairs leading to Auditorium. The banner can be placed from the opening hours in the morning until the end of the symposium. Please make sure to remove the banner after the symposium. Please liaise onsite with the Industry Coordinator regarding the exact location.



Notice:

Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.

Section 6: Miscellaneous Information

Wi-Fi

Free Wi-Fi will be available at the meeting venue. Please be aware that public Wi-Fi capacity is limited. Therefore, it is restricted to email and web browsing activity. Should you require Wi-Fi or an internet line during your symposium, please let us know in advance and we will send you a quote.

Contact person:

Yulia Rijinsky at jrijinsky@kenes.com

Meeting Rooms / Hospitality Rooms

Supporters interested in renting a meeting room during **N&G 2024 Conference** should contact Industry Liaison & Sales, **Mrs. Renata Gorinstein** at: rgorinstein@kenes.com

Waste Disposal

Please note that it is the supporter's responsibility to leave the symposium session hall in a clean and tidy manner once your symposium has finished. Any items such as leaflets, banners, roll-ups must be removed from the hall at the end of your session. Any discarded waste, including promotional material, left behind will be removed by the meeting organizers at the expense of the supporter concerned.

Onsite Badges

Each supporter is entitled to 10 Symposium badges which allow access to the supporter's symposium only (Individual names will not appear on the badges). Symposium badges can be collected 2 hours prior to the session from the Registration Desk and should be returned to the desk after the session ends.

Catering

Supporters who wish to order catering services for their symposium, are welcome to do so directly with:

Silva Carvalho Catering

Ms Ines Oliva

E-mail: ioliva@sccatering.pt

Catering is **exclusive** to **Silva Carvalho Catering**

Hostesses & Temporary Staff Hire

Supporters who wish to order hostess services for their symposium, are welcome to do so directly with Mr Júlio Teixeira at: julio.teixeira@ccl.fil.pt

Section 7: Lead Retrieval System

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. Barcode readers may be purchased in advance via the Exhibitors' Portal **no later than 4 weeks prior to the meeting.**

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

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor's comments for each lead.
- Application is available for download from Apple store or Google play: “K-Lead App”.
- Cost per unit – EUR 600 (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company / personal device (tablet / smart phone).

Operational information will be sent in due course.

To order “K-Lead” Application, please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>

Deadline: Friday, 15 December

Onsite rate of EUR 750 will be applied for order received after above deadline.

Please Note:

- **Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).**
- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).
Kenes will not share delegate's personal data with third parties without their consent. Please note that similarly to sharing a business card, presenting a 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, such 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 Organising Committee is responsible for the content of the information.

If further assistance is required to place your order, or you have not received your login details, please contact Yulia Rijinsky (rijinsky@kenes.com).

Section 8: Innovative Products for Industry Symposia Onsite

Maximize your Participant Experience – Use our innovative technologies for your Symposium

Kenes is proud to deliver a wide variety of quality onsite technology products and services. We offer:

- **Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting, Evaluations,** and more products designed for increasing participant’s interaction during symposium sessions.
- **Translation services in any language:** We can provide the traditional solution with local interpreters and hiring headphone receivers. Alternatively, we offer *app translation* with remote interpreters. In this case the participants stream the translation through an app on their smartphones.

We also provide tailor made customized solutions – [contact us](#) to make it happen!

For more onsite products opportunities and price quotes – [click here!](#)

PLEASE NOTE: All product solutions are offered exclusively by Kenes Group.

Please contact us to discuss your needs and our relevant solutions.

Please submit your order by **Friday, 15 December**

Orders received after the deadline will incur rush fees.



Section 9: Shipping Instructions

Kindly note that *Merkur Expo Logistics GmbH* is the sole official on-site agent nominated by *Kenes Group* to handle all in/out shipments arriving to this Meeting.

Contact details:

Merkur Expo Logistics GmbH

Mr. Mauricio Neves

mauricio.neves@merkur.pt

Website: www.hermes-exhibitions.com

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

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to the hall/exhibition-stand, forklifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the meeting. Please follow the instructions closely.

The shipping instructions includes:

- Shipping Instructions
- Tariff
- Material Handling Form
- Shipping Labels

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the official shipping agent with the following information prior to shipping:

- Number of pieces (pallets, boxes, cartons, etc.)
- Way of transport (road freight, courier services, airfreight, ocean)
- Airway bill number

Supporters may choose to use their own services to deliver their goods to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

Merkur has the responsibility of receiving and handling all materials for a fee as published on the “Tariff” section at the end of this manual. Handling rates are based on the incoming weight of shipments.

***Merkur Expo Logistics* must receive the payment before forwarding freight.**

In order 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.



Insurance of Goods

All cargo should be insured from point of origin.

To view the **full N&G 2024 Shipping Instructions**, including Tariffs, Material Handling please select the relevant links:

- [Shipping Instructions](#)

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

For any questions/clarifications, please contact:

Merkur Expo Logistics

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