

Exhibition Technical Manual

Dear Exhibitor,

We are pleased to share with you this Exhibition Technical Manual.

The Exhibition will be held as part of the **21st biennial ESID Meeting** which will take place on **16-19 October 2024, in Marseille, France.**

Venue:

Marseille Chanot

Exhibition and Convention Centre

13266 Marseille Cedex 08, France

Website: www.marseille-chanot.com

Please read this manual thoroughly as it provides important information and is designed to assist you in preparing for ESID 2024 Exhibition.

Please forward this manual to all project stakeholders, including your agency and stand builder.

Exhibitors and Supporters Portal

The Portal enables Exhibitors and Supporters to:

- Submit Company **logo** and **profile**
- Order **Lead retrieval** (Badge scanners)
- Submit a list of **individual names for badges** based on the number of badges specified in your sponsorship contract.
- Order extra **exhibitor badges**
- Submit **booth drawing** (applicable for “Space Only” booths)
- Submit lettering for **Fascia sign** (applicable for “Shell Scheme” booths)
- Submit **other deliverables** as per sponsorship agreement

Link to access the Portal <https://exhibitorportal.kenes.com>

Login details to access the Portal have been sent to the company representative who signed the contract.

kindly keep the Exhibitor's Portal link together with your login information on hand for future reference.

Notes:

- **One user per company – login credentials to the Portal have been sent to the primary contact listed on the contractual agreement.** This person is responsible for passing on the login details to any third party if necessary.
- The contract holder will be charged with **any purchase made** by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only **after** submission of your company **logo** and **profile**.
- Please note that access to the portal allows the user to see information from **previous transactions** made by your company with Kenes Group.
- **Only deliverables indicated in your contract**, should be submitted. Items that are not included in your contract will not be processed.

Exhibition Set-up	Monday, 14 October	09:00-19:00 "Space Only" booths
	Tuesday, 15 October	07:00-19:00 All booth types

Exhibition Opening Hours	Wednesday , 16 October	09:00 – end of the Welcome Reception (~21:00)
	Thursday, 17 October	09:30-16:45 <i>Pease note that poster viewing will start at 19:10 in the hall, therefore exhibitors who wish, may stay after 16:45.</i>
	Friday, 18 October	09:30-16:00
Exhibition Dismantling	Friday, 18 October	16:00-22:00

- Timetable is subject to change.
- Empty boxes, empty crates and packaging material must be removed after set-up and no later than **Tuesday, 15 October at 17:00.**
All aisles must be clear of exhibits and packaging materials **by 17:00** to enable cleaning and setting up the Hall for the following day.
- **All exhibitors should be at their booth 30 minutes before the official opening hour.**
- Please note that delegates will be passing through the exhibition to reach the plenary hall and the posters area which will be active before and after the exhibition opening hours.
On Thursday, 17 October poster viewing will start at 19:10 in the hall; therefore exhibitors who wish, may stay after 16:45.
- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth before and after exhibition operating hours if needed.
- *According to National Industry compliance rules, exhibitors and sponsors are not allowed to offer food or beverages (F&B) to **French medical students**. This applies to lunch boxes in symposia and also to F&B in booths.*

DISMANTLING:

- Dismantling of the booth before the official hour is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.

Shell Scheme booths → any equipment, display aid or other material left behind after **Friday, 18 October at 18:00** will be considered discarded and abandoned.

'Space Only' booths → any equipment, display aid or other material left behind after **Friday, 18 October at 22:00** will be considered discarded and abandoned.

Any charges incurred for waste removal will be sent to the exhibitor.

- The exhibition dismantling day will be on **Friday, 18 October** (from 16:00 until 22:00), which is **one day before** the official meeting end date. On Saturday, 19 October, the exhibition will be closed and there will be no access to the exhibition area. On Saturday, 19 October, there are still sessions taking place as part of ESID 2024 Meeting at the nearby building **Palais Des Congrès**.

Welcome Reception

You are cordially invited to the *Welcome Reception* which will be held in the exhibition area on Wednesday, 16 October. Check the timetable for specific times by clicking [here](#). Exhibitors are asked to please man their booth during the *Welcome Reception* in the exhibition area.

Action Item	Deadline	Contact Person
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Company logo and profile	As soon as possible and no later than Monday, 26 August	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com/ Login details have been sent to company rep who signed the sponsorship agreement. For inquiries, please contact the Exhibition Manger E-mail: sgamliel@kenes.com
Booth design for approval (Applicable for 'Space Only' booths)	Monday, 26 August	
Text for Fascia (Applicable for Shell Scheme booths only)		
Names for badges and extra exhibitor badges	Monday, 30 September	
Lead Retrieval* Barcode Readers Order	Monday, 30 September Onsite rate will be applied for order received after this deadline	
Dedicated Wi-Fi */ Internet*	Monday, 16 September	E-mail: sgamliel@kenes.com
- Furniture rental - Shell Scheme Extras - Graphics/Signage - AV Equipment for booth only (Screens, Laptop, tablet)	Friday, 20 September <i>Orders placed after the deadline will incur a 20% price increase.</i> <i>Stock upon availability.</i>	CLICK HERE for D&P E-SHOP Login details have been sent to company rep who signed the sponsorship agreement. For inquiries, please contact D&P Exhibitor Service E-mail: exhibitors@dparchi.com
Hostesses and Temporary Staff Hire	Monday, 30 September	CITY ONE Clementine Rosset. E-mail: clementine.rosset@cityone.fr Mobile: + 33 6 19 97 33 50

• Electricity* • Rigging* (“Space Only” booths) • Water connection* • Security* • In-booth cleaning* (before the opening + daily cleaning) • Waste removal services* • Flowers & Plants • Parking*	As soon as possible and no later than Friday, 04 October Orders placed after deadline incur a 10% price increase. Subject to availability. Webshop will be closed for orders as of Friday, 4 October	CLICK HERE for Marseille Chanot Webshop Login details have been sent to the company rep who signed the sponsorship agreement. For inquiries, please contact Sara SCHMITT from Marseille Chanot E-mail: s.schmitt@safim.com
In booth Catering*	Monday, 07 October	La Truffe Noire Click HERE for catering catalog Caroline Lemale E-mail: caroline@latruffenoire.com
Delivery Information		
Door to Door Shipments	Please contact MERKUR	Merkur Expo Logistics Contact person: Patricia Zintel E-mail: patricia.zintel@merkur-expo.com Mobile: + 49 (0) 170 2229525
Airfreight Shipments		
Shipment via GERMANY warehouse Highly Recommended !	No later than Wednesday, 9 October	
Exhibition goods – Direct Deliveries to Meeting Venue <i>only full load trucks</i>	<i>Subject to time slot</i>	

*An exclusive service

“K-Lead” Application – Barcode Scanner Application

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or session. The information obtained by lead retrieval system enables Exhibitors to enhance their database by securing valuable leads for further marketing and communication.

We are pleased to offer you the “K-Lead” Application: exhibitors 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' full contact information with a quick scan of their badge.

The advantages of the “K-Lead” application:

- **Instant Access:** download directly to your device; no extra hardware needed!
- **Effortless Lead Capture:** simply scan the barcode on attendee badge
- **Live Lead View:** allows to view in real-time the leads information for immediate engagement.
- **Customize Notes:** ability to insert exhibitor's comments for each lead in free text format.
- Application is available for download from Apple store or Google play: “K-Lead App”.
- Cost per unit – **EUR 700** (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: Monday, 30 September.

Onsite rate of EUR 850 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 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 Organising Committee is responsible for the content of the information.

NEW! Boost Leads & Save Time: Upgrade to K-Lead PLUS!

Say goodbye to manual follow up emails: add EUR 700 and Upgrade your K-Lead app.

- **Automated Follow-up Emails:** K-Lead PLUS automatically sends personalized e-mail to booth/session visitors right after lead capture.
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.

- **Never Miss a Lead:** Say goodbye to the hassle of manual follow-ups. K-Lead PLUS ensures timely engagement with emails sent immediately after each scan, keeping your brand top-of-mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **K-Lead PLUS** requires at least one K-Lead license purchased and can be purchased via the Exhibitor's Portal.

Exhibitor Badges

- Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract, and determined by your booth size. Two exhibitor badges will be given for the first 9 sqm booked, and one additional badge for each 9 sqm thereafter.
- The exhibitor badges allow access to the exhibition area and to the *Welcome Reception*.
- Exhibitor badges will be personalized i.e. they will include the name of the badge holder as well as the country and company name. **Please submit the list of individual names via the Exhibitors Portal no later than Monday, 30 September.**
- Exhibitor badge holders are **not** eligible for CME/CPD credits and will not be listed in the World Map feature (**if available**) which displays the list of participants.
- **Exhibitor badges can be collected on-site, from the self service kiosks located at the registration area during registration opening hours. Please note that badges will not be mailed in advance.**
- Additional **exhibitor badges** may be purchased online through the Exhibitor's Portal, at the rate of **EUR 250** per badge.

Companies may purchase a maximum number of exhibitor badges as follows:

Booths of up to 60sqm – 15 exhibitor badges

Booths larger than 60sqm – 25 exhibitor badges

Notes:

– Deadline for ordering additional exhibitor badges via the exhibitor portal: **Monday, 30 September.**

Link to access the Portal
<https://exhibitorportal.kenes.com>

– Please make sure that your company profile has been submitted via the Exhibitor's Portal *before* placing an order.

- All company representatives are required to wear exhibitor badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the Exhibition.

For any enquiries related to registration, please contact the Registration Manager, Anna Litewka by e-mail at:
reg_esid24@kenes.com

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

Stand builders 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.

Exhibition Floor Plan & List of Exhibitors

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

To access the exhibition floor plan and see the location of each booth, please [click here](#).

For full list of exhibitors and supporters – [click here](#)

Exhibition Hall

The exhibition will be held in **Palais Des Evènements**, Hall 1, zone A-B which is located on ground level.

Kindly note that the congress will also be held at the nearby building **Palais Des Congrès**.

For **virtual tour** – click [HERE](#)

Floor

Floor finish: Light grey quartz stone with black wooden gutters

Maximum floor load: 1000 kg/sqm



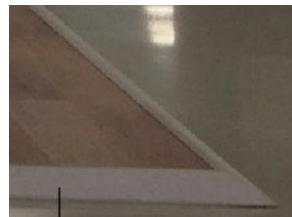
Power supplies and other utilities, such as internet cables, are typically distributed to booths **via the floor**. However, it is crucial to verify this with us in advance, as these may vary depending on the specific booth location and your unique requirements.

Exhibitors and stand builders are responsible for ensuring that the exhibition floor is left in the same condition it was found in. Any damage or soiling that cannot be removed during routine cleaning will be charged to the exhibitor or stand builder.

Raised Floor / Platform

- Please note that if your booth has a platform/raised floor (of any height), you are required to provide a **ramp** or **sloped edging around the entire booth** to ensure access for people with wheelchair or limited mobility.
- The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible to avoid trip hazard.

For your reference, see below examples of raised floor with sloping edges



Our team will be conducting inspections onsite to ensure all booths comply with this accessibility policy. In the event that a raised platform booth lacks a ramp or sloped edging, we regret to inform you that your booth will not be approved for operation until the access issue is rectified.

- Exhibitors intending to install a raised floor or platform within their booth space are required to notify the organizer / the venue / the official stand contractor (D&P), when submitting their booth drawings for approval. This notification is essential as services like electricity, water, and internet are mostly provided through floor-based cabling. Raised floor or platform installation must, therefore, be scheduled after the relevant cabling work is completed. Please ensure these points remain accessible at all times. **Please note that once the raised floor is installed, we cannot accommodate service requests requiring access beneath the floor.**

Build-Up Height

- The **maximum** building height for the **top** of all elements, **including hanging banners**, is **5 meters**
- Shell scheme booths build up height is **2.4 meters**

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.

Any part facing adjacent booths that is above 2.4m in height (back-to-back wall or side-by-side wall) needs to be designed with neutral tones (preferably white). The reverse side of any booth that is adjacent to another booth – over 2.4m in height – must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.

Ceiling Hangings/Rigging

- Ceiling hanging is permitted.
- The maximum building height for the top of all elements, **including hanging banners**, is 5 meters
- Lighting trusses maximum height: **6.5 m**
- Any rigging project must be approved by *Marseille Chanot* and subject to compliance with the conditions of use of the steel structure.
- Please place your order for rigging via *Marseille Chanot* webshop no later than **Friday, 4 October**. Rigging plans should be sent to Sara SCHMITT . E-mail: s.schmitt@safim.com
- The exhibitor can bring along their own truss, lighting truss, banner; however the actual rigging point are exclusively executed by *Marseille Chanot*. No one except the exclusive *Marseille Chanot* provider can touch the structure of *Marseille Chanot* building.

Loading Bay Access

Access is available from Gate C (opening hours: 07:00-19:00)

Unloading Doors Information – Palais des Evenements:

Door A1.: 400 cm width, 450 cm height

Please coordinate your arrival (unloading and loading) with the official logistic agent – **MERKUR Expo Logistics GmbH**. In order to maintain the smooth and efficient flow of traffic, exhibitors will be assigned designated unloading time slots.

For smooth operations, we kindly ask that you adhere strictly to these time slots and remove vehicles promptly after unloading.

Parking in the loading bay is prohibited as the loading bay space is limited and designated exclusively for loading and unloading purposes.

For security, insurance, and efficiency reasons, *Merkur Expo Logistics* is the sole official agent to handle cargo inside the venue. Stand builders are prohibited from using trolleys during set-up and dismantling periods. Only the official logistic agent is authorized to operate forklifts or pallet jacks within the venue.

Merkur the official agent is the exclusive agent for move in and move out of the venue.

Shell Scheme Booths

To ensure a smooth and efficient installation and dismantling process of your shell scheme booth, **D&P** has been appointed as the **official stand contractor** for ESID 2024.

Pre-booked shell schemes through Kenes include the following:

- **Walling** – standard shell scheme panels, 2.4m-high
- Company name on **Fascia board** printed in standard lettering (black & white).

- One **spotlight** per 3 m² (electricity should be ordered separately)
- **Dark blue Carpet**

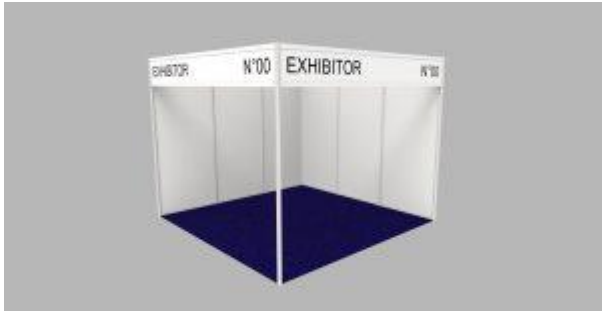


Image shown is for illustration purposes only

- Actual panel size (**including** the metal frame): 1046mm W x 2400mm H
- Visible panel size (**excluding** the metal frame): 954 mm W x 2400 mm H

Click [HERE](#) for full panel dimensions

Note: **Corner shell scheme booths** are provided with **two open sides** and 2 fascia boards with company name.

Shell Scheme booths do NOT include:

- Electricity ([click here](#) to learn more about electricity in France)
- Furniture
- In-booth cleaning

Electricity for your shell scheme booth should be ordered via **Marseille Chanot Webshop – CLICK HERE**. Login details have been sent to company rep who signed the sponsorship agreement.

For inquiries, please contact Sara SCHMITT from Marseille Chanot

E-mail: s.schmitt@safim.com

Deadline: **Friday, 04 October**

*Orders placed after deadline incur a 10% price increase.
Subject to availability.*

Furniture for your shell scheme booth as well as wall graphics printing, screens and other optional products and services for your booth, can be ordered directly through **D&P**, the official stand contractor.

Deadline: **Friday, 20 September.**

Please place your order via **D&P E-SHOP – [CLICK HERE](#)** . Login details have been sent to company rep who signed the sponsorship agreement.

Orders placed after the deadline will incur a 20% price increase. Stock upon availability.

For inquiries, please contact D&P Exhibitor Service

E-mail: exhibitors@dparchi.com

In-booth cleaning (before the opening + daily cleaning) can be order via **Marseille Chanot Webshop – [CLICK HERE](#)**.

Login details have been sent to the company rep who signed the sponsorship agreement.

For inquiries, please contact Sara SCHMITT from Marseille Chanot

E-mail: s.schmitt@safim.com

Deadline: **Friday, 04 October**

Orders placed after deadline incur a 10% price increase. Subject to availability.

Shell Scheme Carpet

Shell scheme booth comes with a dark blue carpet (color MA-4894) as part of the shell scheme package.

For a different carpet color, view the available options [HERE](#) . Additional fees apply for the rental and installation.

Orders for alternative carpet can be placed via **D&P E-SHOP – [CLICK HERE](#)** . Login details have been sent to the company rep who signed the sponsorship agreement.

Orders placed after the deadline will incur a 20% price increase. Stock upon availability.

For inquiries, please contact D&P Exhibitor Service

E-mail: exhibitors@dparchi.com

Fascia Sign

Maximum of **21 characters** (including spaces) may be written on your fascia (applicable for a 9 sqm booths).

Please submit lettering for fascia via the [Exhibitor's Portal](#) by **Monday, 26 August**

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

The standard fascia includes black lettering on a white background. Company logos or custom graphics can be printed on the fascia board.

Company logo or custom graphics can be printed on the fascia board at additional cost through D&P, the official stand contractor.

Orders can be placed via **D&P E-SHOP – [CLICK HERE](#)**. Login details have been sent to the company rep who signed the sponsorship agreement.

Orders placed after the deadline will incur a 20% price increase. Stock upon availability.

For inquiries, please contact D&P Exhibitor Service

E-mail: exhibitors@dparchi.com

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by **D&P**– the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Monday, 09 September**.
- No free-standing stand-fitting or display(s) may exceed a height of **2.4m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.

- It is not allowed under any circumstances to cut, nail or drill into or through the walls, facia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Monday, 09 September** – it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with dark blue carpet. If the exhibitor wishes to have a carpet in a different color, an additional fee will be required. Please contact the official stand contractor for more information.
- Excess stock, literature or packing cases may **not** be stored on, around or behind booths, unless contained within a lockable storeroom.
- Electrical switchboards have to be reachable and the Exhibitor has to switch off the booth lights at the end of the day.
- Exhibitors requiring additional equipment may visit the order forms or contact the official stand contractor – as per published deadlines (refer to sections “[Deadlines & Key dates](#)” and “[Booth Services](#)” for more information).

Space Only Booths

Exhibitors who have booked "Space Only" booth are required to submit the following for approval **until Monday, 26 August the latest.**

- A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed booth to be built.
- Electrical connections – a list of all appliances.
- Other utility connections such as water, drainage are subject to availability and must be checked with the Exhibition Manager prior to submitting the designs.
- The name and contact details of the construction company.
- Floor type and height

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

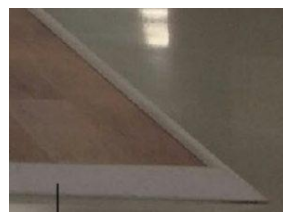
Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises.
Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.
- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideways walls will not be approved.**
- **Island booths** should be partly accessible on all 'open' sides. Walls are permitted on all open sides, but may not exceed 30% of the total side length. We try to keep the exhibition as open and inviting as possible. Wall construction along aisles requires prior approval from Kenes and must adhere to the 30% coverage limit. For special considerations, written requests for partial exemption can be submitted to the Exhibition Manager.
- Construction finish must be perfect in all the booth's

visible areas, including rear sides.

- **Raised floor/platform:** please note that if your booth has a platform/raised floor, you are required to provide a **ramp** or **sloped edging around the entire booth** to ensure access for people with wheelchair or limited mobility. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible to avoid trip hazard.

For your reference, see below examples of raised floor with sloping edges



Our team will be conducting inspections onsite to ensure all booths comply with this accessibility policy. In the event that a raised platform booth lacks a ramp or sloped edging, we regret to inform you that your booth will not be approved for operation until the access issue is rectified.

- All structural **back walls** of **adjacent booths** must be properly decorated. For back walls (reverse side) exceeding 2.4 meters in height, a neutral white or gray finish is required – no wiring, graphics, or logos. This mainly applies to booths with a shared border (back-to-back or side-by-side).
- Advertising on the boundary with other booths is prohibited.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- **Multilevel** structures are **not permitted**.
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- The **maximum** building height for the **top** of all elements, **including hanging banners**, is **5 meters**.

- **Ceiling hanging** is permitted. Please refer to section ["Hall Specifications and Important Technical Information"](#).
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
 - Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
 - Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth)
 - Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle
- All installed structures, including exhibition stands, installations, special structures, exhibits, and advertising displays, must be sufficiently stable. They must not pose a threat to public safety, order, or endanger life and health.
- Exhibitors and stand builders are responsible for ensuring the load-bearing capacity and stability of the structure and may be required to provide supporting documentation as proof.

Kindly note:

- The organiser will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings**

are approved by the organiser.

- The used space must be returned to the venue completely clear of all items and restored to their original state.
- 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 the Exhibition Manager to coordinate a visit. E-mail: sgamliel@kenes.com

Fire Precautions

In accordance with the requirements of *Marseille Chanot*, all materials used to construct, decorate or furnish exhibition structures at the exhibition site must at least conform to fire classes B1, Q1 or Tr1 under the applicable standards, or classifications B-s1d0 and C-s1d0 (hardly combustible, low smoke emission and no dripping) under EN 13501/1, or be impregnated with fire retardant substances.

Personal protection equipment

All workers are asked to follow the legal health and safety regulations of their respective profession. In addition, wearing safety shoes and a helmet is highly recommended for everybody during the build-up and breakdown period.

Further rules and regulations are published under “[Rules and Regulations](#)” section.

Electricity and Electrical Installations for all booths

To ensure maximum safety, all electrical connections to power supply can only be carried by the venue **Marseille Chanot**.

Only **Marseille Chanot** is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from the venue and to pay for the electrical consumption according to his power needs. The exhibitors must name the person responsible for the stand's electric installation project.

It is essential that exhibitor order the power needed in the stand. **The exhibitor is responsible for calculating the power necessary for the elements to be connected, together with the request for the necessary voltage. Damage caused to the main or to specific points by these connections is the sole responsibility of the exhibitors/stand builders.**

To ensure your booth has electricity, please make sure to place your order via Marseille Chanot Webshop – [CLICK HERE](#)

Login details have been sent to the company rep who signed the sponsorship agreement.

Deadline: Friday, 04 October

Orders placed after deadline incur a 10% price increase. Subject to availability.

For inquiries, please contact Sara SCHMITT from Marseille Chanot. E-mail: s.schmitt@safim.com

Power supply to the exhibits will be switched off after the exhibition closes every evening. Exhibitors who require 24 hours electricity supply for their stand should contact Marseille Chanot to confirm availability and costs.

In the event of damage or faults to an electrical connection or installation, the exhibitor must immediately contact the organiser and/or venue representatives.

The venue reserves the right to at any time inspect connected equipment. Should the equipment fail to meet the applicable safety regulations, the venue reserves the right to immediately disconnect such equipment with no right of recourse or compensation for the exhibitor.

Booth Essentials

Electricity for your booth can be ordered via **Marseille Chanot webshop – [CLICK HERE](#)**. Login details have been sent to company rep who signed the sponsorship agreement.

Deadline: Friday, 04 October

Orders placed after deadline incur a 10% price increase.

For inquiries, please contact Sara SCHMITT from Marseille Chanot. E-mail: s.schmitt@safim.com

Furniture can be ordered directly with D&P, the official stand contractor. Please access to **D&P E-SHOP** – [CLICK HERE](#). Login details have been sent to company rep who signed the sponsorship agreement.

Deadline: **Friday, 20 September.**

Orders placed after the deadline will incur a 20% price increase. Stock upon availability.

For inquiries, please contact D&P Exhibitor Service. E-mail: exhibitors@dparchi.com

Booth signage / print graphics can be ordered directly with D&P, the official stand contractor. Please access to **D&P E-SHOP** – [CLICK HERE](#). Login details have been sent to company rep who signed the sponsorship agreement.

Deadline: **Friday, 20 September.**

Orders placed after the deadline will incur a 20% price increase. Stock upon availability.

For inquiries, please contact D&P Exhibitor Service. E-mail: exhibitors@dparchi.com

Screens and Audio Visual Equipment can be ordered via D&P E-SHOP – [CLICK HERE](#) (Applicable solely to exhibition stands!). Login details have been sent to company rep who signed the sponsorship agreement.

Deadline: **Friday, 20 September.**

Orders placed after the deadline will incur a 20% price increase. Stock upon availability.

For inquiries, please contact D&P Exhibitor Service. E-mail: exhibitors@dparchi.com

In-booth Catering

Catering services are exclusively provided by **La Truffe Noire**. Click [HERE](#) for **catering catalog**

For inquiries, please contact Caroline Lemale. E-mail:

caroline@latruffenoire.com

Deadline: Monday, 07 October

Exhibitors are responsible for ensuring their booth has sufficient space to store and display all requested F&B deliveries

No other catering companies are permitted to operate within the venue, as catering services are exclusively provided by **La Truffe Noire**.

Bringing F&B from outside the venue is not permitted. Exceptions may be granted with prior approval from La Truffe Noire.

According to National Industry compliance rules, exhibitors and sponsors are not allowed to offer food or beverages (F&B) to **French medical students**. This applies to lunch boxes in symposia and also to F&B in booths.

Booth Cleaning

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

In-booth cleaning (before the opening + daily cleaning) can be ordered through **Marseille Chanot webshop** – [CLICK HERE](#). Login details have been sent to company rep who signed the sponsorship agreement.

Deadline: Friday, 04 October

Orders placed after deadline incur a 10% price increase.

For inquiries, please contact Sara SCHMITT from Marseille Chanot. E-mail: s.schmitt@safim.com

Internet & Wi-Fi

Complimentary Wi-Fi will be provided by the Meeting during official meeting days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking e-

mails.

Should you have any **internet-based features, devices, or activities at your booth** (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Wired internet and Wi-Fi connection may be ordered through Kenes until **Monday, 16 September**,

Please contact the Exhibition Manager at: sgamliel@kenes.com

Important:

- **Creating your own private Wi-Fi network is not permitted**
- **The venue and the organiser reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.**
- **Note regarding technical support:** we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.
- **Exhibitors must notify the venue if they intend to install a raised floor or platform as internet access is mostly provided through floor-based cabling. Raised floor or platform installation must be scheduled after the completion of relevant cabling work. Access point(s) must remain unobstructed and accessible throughout the installation process and beyond. Once the raised floor or platform is in place, no new service installations underneath it will be permitted.**
- **The exhibitor is responsible for following legal, ethical, moral and generally accepted internet and e-mail conduct when communicating across the conference's network. The venue reserves the right to disconnect and/or limit a user's right to or use of the network if rules and conditions are not respected.**

Security

- Please do not leave any bags, boxes, suitcases or any type of product unattended at any time, whether inside or outside the exhibition area.
- Neither the venue nor the organiser can accept responsibility for the security of the booths and their contents. The venue as well as the organiser are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their booth and equipment.
- If you wish to hire security for your booth, this can be done via **Marseille Chanot webshop** – [CLICK HERE](#)
Login details have been sent to the company rep who signed the sponsorship agreement.
For inquiries, please contact Sara SCHMITT from Marseille Chanot
E-mail: s.schmitt@safim.com
This service is exclusive to Marseille Chanot.

Waste Removal

On-site waste disposal services are available. This service is relevant for exhibitors with large volume of waste.
For further details and pricing, please contact Sara SCHMITT from **Marseille Chanot**.
E-mail: s.schmitt@safim.com

Storage

Short-term storage of materials left over after assembly (empty boxes, crates, cases , palettes etc.) should be coordinated with *Merkur* team (payable service).

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

Please contact *Merkur* with information on sizes and number of

parcels, size and storage period.

Contact person: Patricia Zintel

E-mail: patricia.zintel@merkur-expo.com

Mobile: + 49 (0) 170 2229525

Please be advised that items delivered to the venue before the designated setup period will NOT be accepted by venue staff. Please coordinate with *Merkur* to ensure deliveries arrive within the designated set-up period.

Once the event & dismantling are over, the venue shall bear no responsibility for safeguarding or storing any items left behind on the premises. Should the venue undertake the removal of such items, the associated costs will be borne by the exhibitor.

Hostesses & Temporary Staff Hire

CITY ONE is our preferred vendor for the recruitment of hostesses and temporary staff.

Please contact them directly for a quote and to place an order.

Contact Person:

Clementine Rosset. E-mail: clementine.rosset@cityone.fr

Mobile: + 33 6 19 97 33 50

Deadline: Monday, 30 September

Fees will increase after this date.

Shipping Instructions

Merkur Expo Logistics GmbH has been nominated as the official logistics agent for ESID 2024 Meeting.

Merkur offers the following services: customs clearance, delivery to the booth, 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 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 Merkur, 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 Merkur.

Contact information:

Merkur Expo Logistics GmbH

Patricia Zintel E-mail: Patricia.Zintel@merkur-expo.com |

Mobile: +49 (0) 170 2229525

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

Deliveries

The delivery and removal of materials and goods for the exhibition booths is allowed only by the official logistic agent.

Please be advised that **neither** the organiser nor the venue Marseille Chanot can accept deliveries on an exhibitor's behalf and arrangements must be made for a booth/company representative to be available when deliveries are made.

Deliveries may not be made prior to Monday, 14 October. Any deliveries prior to this date, or off the official working hours, **will not be accepted**. Please refer to the Shipping Instructions for the deliveries address.

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to/from booth must be made 30 minutes before or after exhibition opening hours.

IMPORTANT: Rules & Regulations

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

Animals

It is not permitted to bring animals into the venue.

Blackout Policy

ESID kindly requests that all meeting supporters (sponsors, exhibitors, special interest groups and other stakeholders) respect the ESID blackout policy and refrain from holding organised meetings or events for more than 8 people during the biennial meeting scientific [programme](#):

Wednesday, 16 October – until after welcome reception

Thursday, 17 October – until after last session

Friday, 18 October – until after last session

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.
- The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

Children

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

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

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.

Food & Beverages (F&B)

- According to National Industry compliance rules, exhibitors and sponsors are not allowed to offer food or beverages (F&B) to **French medical students**. This applies to lunch boxes in symposia and also to F&B in booths.
- No other catering companies are permitted to operate within the venue. Catering services are exclusively provided by **La Truffe Noire**.
- Bringing F&B from outside the venue is not permitted. Exceptions may be granted with prior approval from La Truffe Noire.

Fire Regulations

- Stand material and fittings must be non-flammable or impregnated treated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and

reeds are prohibited.

- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

Fire Precautions

In accordance with the requirements of Marseille Chanot, all materials used to construct, decorate or furnish exhibition structures at the exhibition site must at least conform to fire classes B1, Q1 or Tr1 under the applicable standards, or classifications B-s1d0 and C-s1d0 (hardly combustible, low smoke emission and no dripping) under EN 13501/1, or be impregnated with fire retardant substances.

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 organisers.

Personal Protection Equipment

All workers are asked to follow the legal health and safety regulations of their respective profession. In addition, wearing safety shoes and a helmet is highly recommended for everybody during the build-up and breakdown period.

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 authorisation.

Insurance (compulsory)

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

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organisers 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 organisers find it necessary to change the dates of the Exhibition, the organisers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organisers 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.

Security

- Safety and Security of Material. Please do not leave any bags, boxes or suitcases unattended at any time, whether inside or outside the exhibition area. The organisers and venue cannot accept liability for loss of or damage to private property or goods.
- The organisers will provide security guard service in the exhibition hall during off-show hours. Neither The **venue** nor the organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.

Sound Equipment and Music

- In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighbouring exhibitors.
- Speakers and other sound devices should be positioned to

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

- It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.
- Live music is not allowed.
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organisers have no copyright responsibility in respect of any exhibiting company.
- Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booth.
- Advertising activities must not cause obstructions or disturbances in the aisles or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- **Filming:**
 - Exhibitors may film within their own booth, capturing

their own staff and materials. However, all equipment and camera crew must remain within the designated booth boundaries.

- Filming of other exhibitors, their materials, Congress features, or any sessions is strictly prohibited without prior written permission from the organizer or the respective exhibitor.

- **Photography:**

- Photography within booths is not permitted during exhibition setup/breakdown unless the photographer is officially hired by the exhibitor and ensures no neighboring booths are included in the pictures.

- During exhibition opening hours, photography of all aspects of the event is generally allowed, except where the photographer or equipment would obstruct or endanger delegates or staff.

Smoking Policy

The venue operates a NO SMOKING policy in ALL halls.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the stands.

No permission will be given for projection in the aisles or on the walls of the hall.

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area.
- Any discarded waste, including promotional material, left behind will be removed by the organisers at the expense of the exhibitor concerned.

We are committed to sustainability and we encourage all of our exhibitors to do the same. [CLICK HERE](#) for some practical tips

and tricks that you can implement right away.

Official Contractors:

Furniture Rental / Graphics & Signage/ Additional Booth Fittings / Screens, Tablets & AV Equipment for booths only

D&P Link

[CLICK HERE](#) for D&P E-SHOP

Login details have been sent to company rep who signed the sponsorship agreement.

For inquiries, please contact D&P Exhibitor Service

E-mail: exhibitors@dparchi.com

Electricity* /Rigging* / Water Connection* / In-booth cleaning* / Flowers & Plants / Parking* / Security*

Marseille Chanot

[CLICK HERE](#) for Marseille Chanot Webshop

Login details have been sent to the company rep who signed the sponsorship agreement.

For inquiries, please contact Sara SCHMITT

E-mail: s.schmitt@safim.com

*An exclusive service

Freight Handling & Onsite Logistic Agent

Merkur Expo Logistics GmbH

Patricia Zintel

Tel.: + 49 (0) 6173 966 95 13 | Cell: + 49 (0) 170 2229525

E-Mail: patricia.zintel@merkur-expo.com

Merkur is the exclusive handler inside the venue.

In-booth Catering

La Truffe Noire

Catering services are exclusively provided by La Truffe Noire.

Click [HERE](#) for catering catalog

For inquiries, please contact Caroline Lemale. E-

mail: caroline@latruffenoire.com

Deadline: Monday, 07 October

Hostesses & Temporary Staff Hire

CITY ONE

Clementine Rosset

E-mail: clementine.rosset@cityone.fr

Mobile: + 33 6 19 97 33 50

Deadline: Monday, 30 September

Fees will increase after this date.

Kenes Group Contacts:

Conference Secretariat

Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

[Contact us](#)

Exhibition Manager & Industry Symposia Coordinator

Sharon Gamliel

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Registration Specialist

Anna Litewka

Tel: +41 22 908 0488 Ext. 218 | E-mail: reg_esid24@kenes.com

Hotel Accommodation

Ralitza Angelova

E-mail: rangelova@kenes.com

<https://hotels.kenes.com/congress/ESID24> There is an increasing number of fraudulent websites that are attempting to impersonate ESID 2024. **All official communications about**

the 21st biennial ESID Meeting are managed by Kenes Group. Please exercise caution if contacted by other organizations claiming to represent ESID 2024. For any questions about sponsorship please contact Renata Gorinstein, Industry Liaison & Sales Associate, at rgorinstein@kenes.com

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