

EULAR 2024 EXHIBITION TECHNICAL MANUAL

WELCOME

This Exhibition Technical Manual will answer any questions that may arise during the planning of your participation at the Industrial Exhibition of EULAR 2024 in Vienna, Austria.

Besides basic information and regulations regarding booth construction, you will also find ordering information for services provided by our exclusive suppliers as well as other contractors that will be available for any other requests.

Online booking of exhibition services:

It is possible to place orders for most exhibition services via the [online booking system \(OBS\)](#) which will be available from January 2024. Each exhibitor will receive an e-mail with instructions on how orders should be placed as well as an individual log-in name and password.

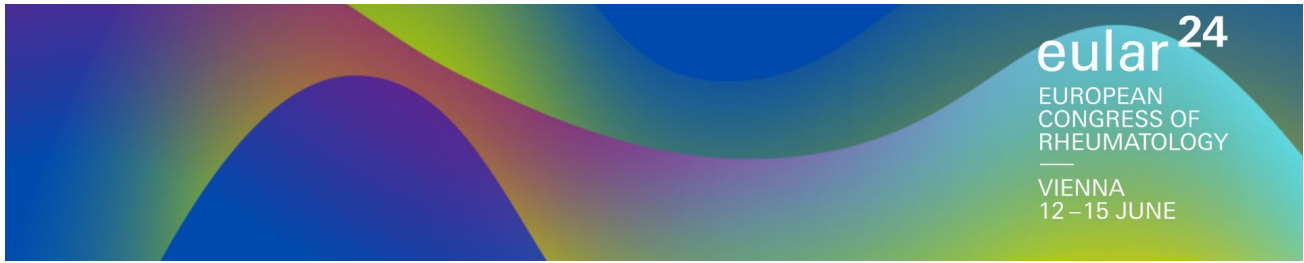
To avoid any misunderstandings or delays, please ensure that all orders are completed by the given deadlines and – except for online orders – are sent to the correct contractor. Ordering before the deadlines indicated under the section [Important dates & deadlines](#) of this manual will guarantee the best possible service by our contractors and will avoid any surcharges.

For any further assistance, contact information on additional services or any information on general aspects of the exhibition, please do not hesitate to contact us via e-mail (exhibitionservices@eular.org).

Please also read, acknowledge, and follow the [EULAR Code of Practice](#) which can be found on the EULAR 2024 website.

We look forward to seeing you in Vienna and thank you for your continued support!

EULAR Corporate Relationship Team



Latest announcements

Exhibition Services Consultation Hours:

Every Thursday: 11 January, 18 January, 25 January, 1 February, 8 February, 08:30 – 09:00 CET

Link to join: ([click here to join](#))

Every Thursday: 11 January, 18 January, 25 January, 1 February, 8 February, 14:30 – 15:00 CET

Link to join: ([click here to join](#))

Thursday, 15 February 2023, 08:30 – 09:00 CET

Link to join: ([click here to join](#))

Thursday, 15 February 2023, 14:30 – 15:00 CET

Link to join: ([click here to join](#))

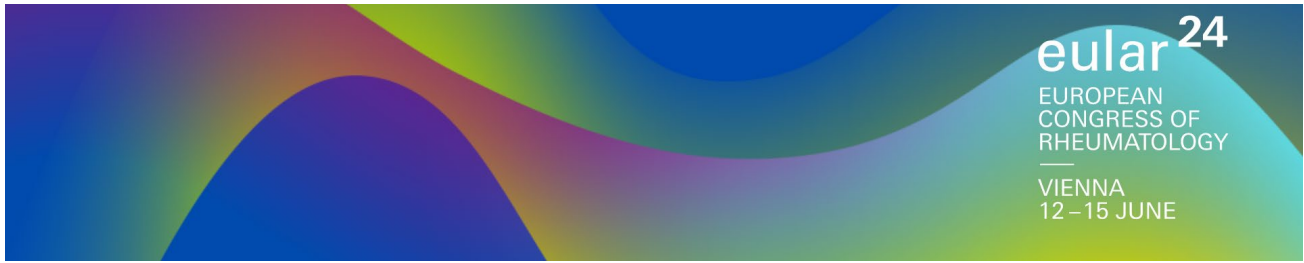


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IMPORTANT ADDRESSES

EULAR CORPORATE RELATIONS CONTACT

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Switzerland

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Emmanuel Roche / Claret Bergmann

Tel: +41 44 716 3035

Email: corporates@eular.org

ACCOMMODATION SERVICE PARTNER

Congrex Switzerland Ltd

Reinacherstrasse 131, CH 4053 Basel

Switzerland

Contact Person: Nicole Hirschmann

Tel: +41 61 686 77 94

Email: hotel.eular@congrex.com

EXHIBITION SERVICES AND COORDINATION

Contact Person: Benedict Adam / Angelina Gritsfeld

Tel: +41 61 686 77 96

Email: exhibitionservices@eular.org

CONGRESS EXHIBITOR SYSTEM – TECHNICAL SUPPORT

Contact Person: Benedict Adam

Email: techsupport@eular.org

CONGRESS REGISTRATION

Contact Person: Rahel Wittlin

Tel: +41 61 686 77 93

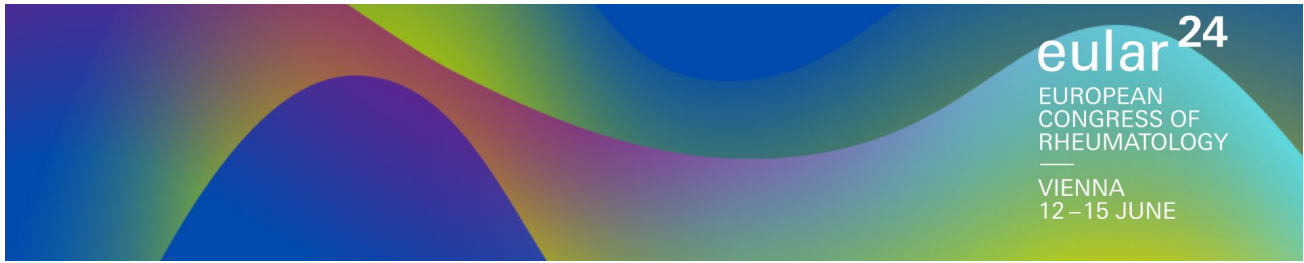
Email: congress.reg@eular.org

LOGISTICS AND FREIGHT

Contact Person: Bernd Blum

Tel: +49 6173 966 95 11

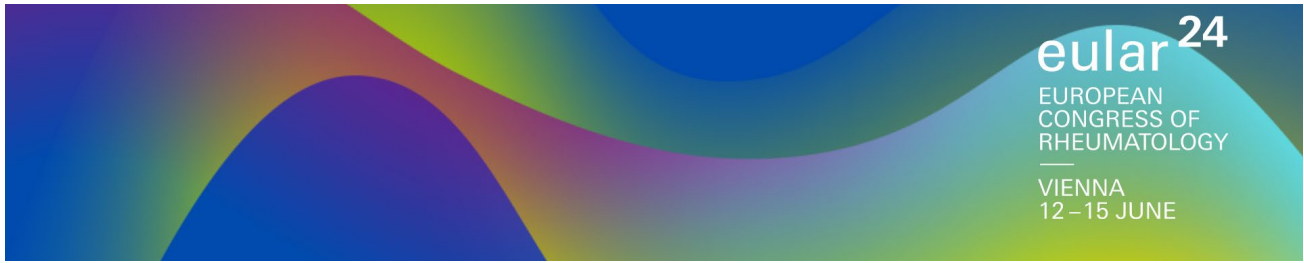
Email: Bernd.Blum@Merkur-expo.com



IMPORTANT DATES & DEADLINES

January 2024	Link to the OBS (Online Booking System) sent to all exhibitors
24 April 2024	Deadline for light rigging
3 May 2024	Deadline for submitting stand plans for general approval
3 May 2024	Deadline for submitting stand plans showing location of utility connections
3 May 2024	Deadline for submission of advertisement artwork
3 May 2024	Deadline for submitting artwork and graphics for stands
3 May 2024	Deadline for ordering: <ul style="list-style-type: none"> • Modular stand construction • Security staff
10 May 2024	Deadline for ordering: <ul style="list-style-type: none"> • Stand signage • Utility connections • Rental furniture
24 May 2024	Deadline for ordering: <ul style="list-style-type: none"> • Flowers • Hostesses • Booth catering • Lead retrieval system
24 May 2024	Deadline for ordering workers' wrist-bands (mandatory during build-up and dismantling)
24 May 2024	Deadline for ordering exhibitor passes Submit freight, clearing and loading form to Merkur Logistics
12 June 2024; 08:00 – 13:00 CEST	Delivery / Build-up of booths / Decoration
12 June – 15 June 2024	EULAR 2024 CONGRESS
15 June 2024; 15:00 – 20:00 CEST	Dismantling of booths

¹A surcharge of 25% will be applied to all prices after 23 April 2024 23:59 CEST. **Please note that beyond this date, the availability of all products online cannot be guaranteed.** A surcharge of 50% will be applied to all prices after 28 May 2024 23:59 CEST (manual booking will only be available, the OBS will be closed) [Bookings via exhibitionservices@eular.org] and last-minute bookings are only possible on-site. For further details, please refer to



[Section 1. Online booking system \(OBS\).](#)

KEY INFORMATION

DELIVERY¹ / BUILD-UP OF BOOTHS / DECORATION

Saturday	8 June 2024	08:00 – 20:00 (overnight possible at extra cost) (with special permission at extra cost)
Sunday	9 June 2024	08:00 – 20:00 (overnight possible at extra cost)
Monday	10 June 2024	08:00 – 20:00 (overnight possible at extra cost)
Tuesday	11 June 2024	08:00 – 20:00 (overnight possible at extra cost)

Important note: The additional build-up days (**Friday & Saturday**) can be ordered in the OBS system, at extra cost. There is also an option to order overnight build-up, also at extra cost.

EXHIBITION DATES AND HOURS

Wednesday	12 June 2024	14:00-18:00 (Please note that from 8:00 to 13:00 only final touch-up on booths is permitted. No construction will be allowed)
Thursday	13 June 2024	09:30-17:00
Friday	14 June 2024	09:30-17:00
Saturday	15 June 2024	09:00-14:30

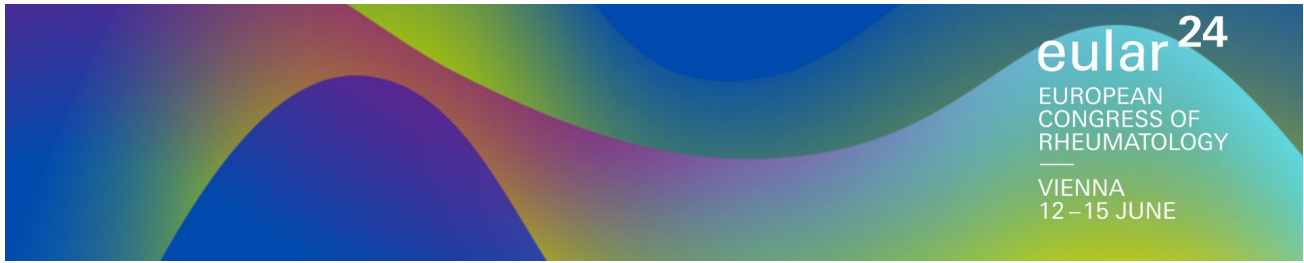
EXHIBITION ACCESS TIME FOR EXHIBITORS (access only allowed at entrance C)

Wednesday	12 June 2024	08:00-20:00
Thursday	13 June 2024	07:00-19:00
Friday	14 June 2024	07:00-19:00
Saturday	15 June 2024	08:00-20:00

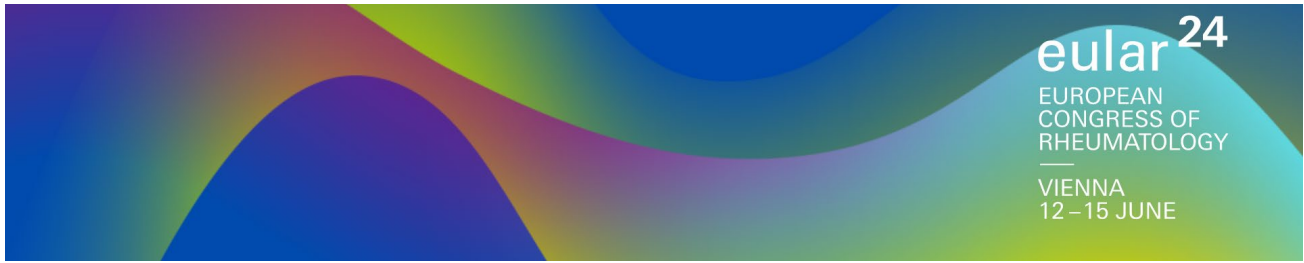
DISMANTLING OF BOOTHS

Saturday	15 June 2024	15:30-23:00
Sunday	16 June 2024	08:00-20:00 (with special permission only and at extra cost)

All times may be subject to change due to the scientific programme. The exhibition organiser will keep exhibitors informed. Please note that all times are Central European Summer Time (CEST). Exhibitors must book extended hours for build-up and dismantling if needed.



¹ For the delivery and pick-up of booth materials, please note that a strict unloading schedule will be enforced on-site. We request that you complete the “Freight Clearing and Loading” form provided by Merkur Logistics. Vehicles without a confirmed time-slot will only be granted access after all pre-booked vehicles have been attended to. All contractors responsible for delivering booth materials and removing empty packaging are required to use the loading/unloading services provided by Merkur Logistics.



1 ONLINE BOOKING SYSTEM (OBS)

Most of the exhibition services, including utility connections, must be ordered via the [Online Booking System \(OBS\)](#), which will be available from January 2024. Each exhibitor will receive an e-mail with full ordering instructions along with an individual log-in name and password. **Please note, that in Austria, a mandatory environmental fee that covers all your waste during build-up, dismantling and the conference will be added at a cost of 20 EUR per m². You will be automatically invoiced via the OBS system. However, if you intend to leave lots of waste behind, please order additional waste bins via the web shop. Note: there is no fee for companies building with Stand-Out.**

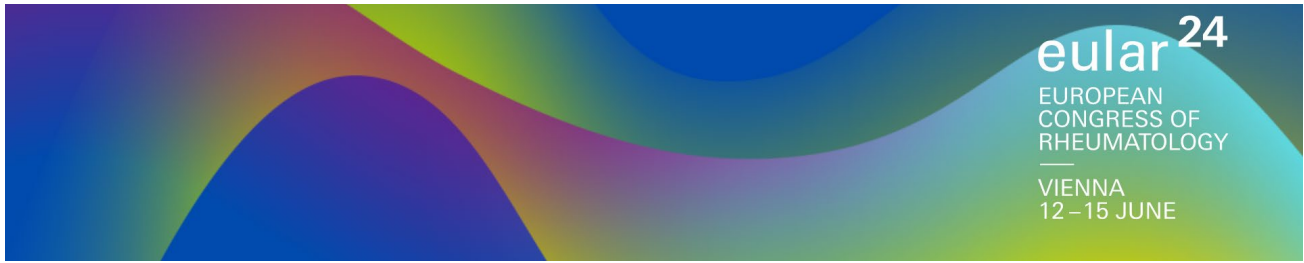
For further information please refer to [section 7.4 Cleaning](#).

The following services can be ordered via the OBS:

- Modular stand construction
- Utility connections
- Rental furniture
- Stand signage
- Carpets
- Lead retrieval system
- Security
- Electricity
- Water connection
- Hostesses
- Booth Catering
- Cleaning services (floor cleaning and emptying bins during the event days)
- Plants and flowers, etc.

To avoid any misunderstandings or delays, please ensure all orders are completed by the relevant deadlines and are sent to the correct contractor. Observing the various deadlines listed in the '[Important Deadlines](#)' section will guarantee the best possible service by all contractors and avoid any possible surcharges. Order before the stated deadline to ensure our lowest prices for products and services.

After 23 April 2024 23:59 CEST, a 25% surcharge will be added to orders for all products and services including quotations that are received after the deadline. **Please note that beyond this date, the availability of all products online cannot be guaranteed.** Orders that are placed after 28 May 2024 23:59 CEST (system closure) will be subject to a 50% surcharge [Bookings via exhibitionservices@eular.org and last-minute bookings will only be possible on-site].



2 EXHIBITOR REGISTRATION

2.1 Build-up / Dismantling

During build-up/ dismantling, wrist-bands will be required for stand builders and any other contractors working for the exhibitors.

Please enter the name(s) of the personnel that will be present during build-up / dismantling in the Messe Wien online portal by **24 May 2024**. Wrist-bands will be provided on-site.

There is a period before the exhibition when fitters can begin preparation of the exhibition area. During this phase, only companies contracted by Messe Wien will be operating. Their duties include cleaning, planning and laying out stands, installation of rigging and signs, laying carpeting, and setting up technological systems for the exhibition spaces.

In this phase, the companies contracted by Messe Wien, through the persons in charge from each firm, engage in cooperative and coordinated actions. This is done to eliminate or manage any potential confusion that may arise

During the set-up phase the viability and safety of Messe Wien may be affected by activities such as:

- Movement of vehicles, from heavy trucks to fork-lifts for unloading and storage of materials;
- The presence of fitters engaged by organisers/exhibitors who prepare the exhibition spaces or areas affected by the event;
- Removal of dirt and debris as a result of construction by cleaning staff;
- Installing electrical and water connections, etc. by the maintenance staff;
- Installing computer stations and connections by technicians;
- All other activities that contribute to the preparation of the event;

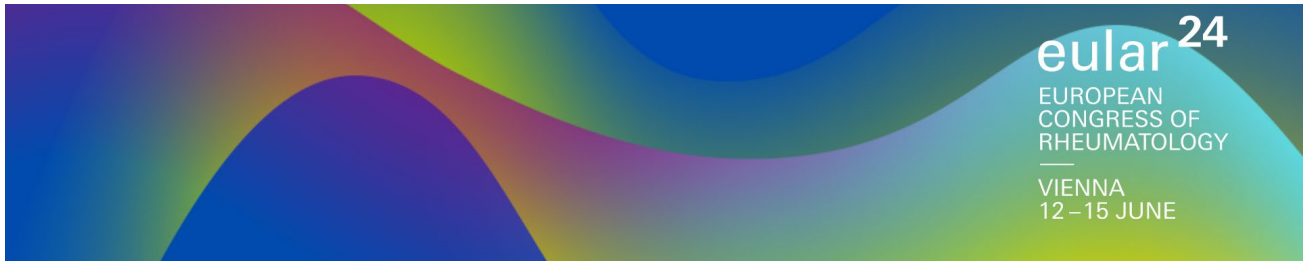
During the Event exhibition areas are kept under control, with regard to:

- Presence of any machinery which is in operation;
- Presence of the public in the event of an emergency and to prevent overcrowding.

Dismantling

In the dismantling phase, the personnel involved will be similar to those involved in the setup phase. Accordingly, the dismantling is followed by a final phase in which only companies contracted by Messe Wien will be operating. Their tasks include cleaning, removing rigging and signs, removing carpeting, and dismantling the technological systems serving the exhibition spaces.

There are specific risks present in the environment where the companies and contracted workers are intended to operate. Prevention measures and emergency protocols have been adopted. The risk analysis highlights the following dangers for the operators, categorised according to areas.



2.2 Exhibitor Passes

Exhibitor Passes must be ordered in advance. These passes will provide access to the Satellite Symposium & Consult-The-Expert session of the company they represent, the exhibition area, hospitality suites and hospitality meeting rooms. Staff requiring access to the exhibition outside the official exhibition opening hours, for example in the mornings to help prepare the exhibit, must be in possession of an Exhibitor Pass. They do not need to be registered as regular congress participants. Personnel with Exhibitor Passes can access the Congress Centre via Entrance C.

Each exhibitor is entitled to 4 free Exhibitor Passes for the first 10,000 EUR spent on their satellite symposia, exhibition space and hospitality suite or meeting room investment and 1 additional Exhibitor Pass for the next 10,000 EUR spent.

Each e-mail address can only be used once, therefore please include an e-mail address for each staff member. Individual confirmation details with general information and a bar code will be sent out approximately ten days before the conference starts. This confirmation will be required when collecting Exhibitor Passes at the self-print stations.

Additional Exhibitor Passes will be charged at 200 EUR each.

For any requests concerning pre-ordered passes, please contact congress.reg@eular.org.

The deadline for ordering Exhibitor Passes is 24 May 2024.

Access to the exhibition hall for staff holding a regular registration pass

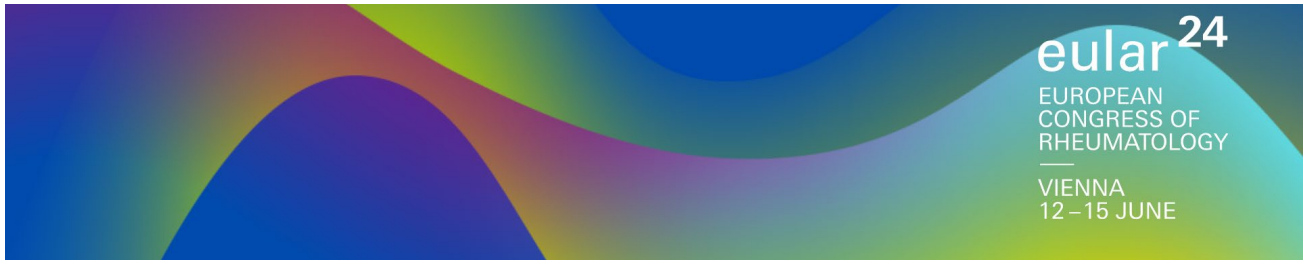
If anyone with a regular registration pass (for the type of ticket pass, please refer to [EULAR 2024 – Registration](#)) requires access to your booth prior to the exhibition opening hours (maximum 30 minutes), a coloured access sticker must be added to their badge. These stickers (maximum 30 per company) can be picked up at the Exhibition Service Desk on-site by the responsible person of your company or the group coordinator / person registering your staff.

Additional full congress registrations

Further full congress registrations can be made at regular rates by registering online at: [EULAR 2024 – Registration](#)
Early bird fee available for full congress registrations until Tuesday, 9 April 2024 23:59 CET.

Staffing booths

As a courtesy to those attending EULAR 2024 and to fellow exhibitors, we ask that all exhibitors open their exhibition stand or booth on time and ensure that at least one person is in attendance throughout each day until the scheduled closing of the exhibition on Saturday.



3 LEAD RETRIEVAL SYSTEM

The Lead Retrieval System can be ordered via the OBS. With our iPhone rentals, it is possible to capture visitors' badges and comments, and qualify your prospective clients immediately. It is also possible to conduct custom surveys and easily add your company's opt-in text.

Key Features

- Off-line scanning
- Edit lead details immediately after scanning
- Fully customised surveys (multiple choice, ratings, questions, etc.)
- Customised opt-In function
- Custom qualifiers, comments, and notes
- Lead and qualifier statistics presented graphically
- Automated cloud backup
- Simple log-in via QR code
- Valuable reports including contact information, such as e-mail and postal address
- Dedicated on-site support

For more details and prices, please refer to the [OBS](#). Order deadline: 28 May 2024

4 EXHIBITION HALLS

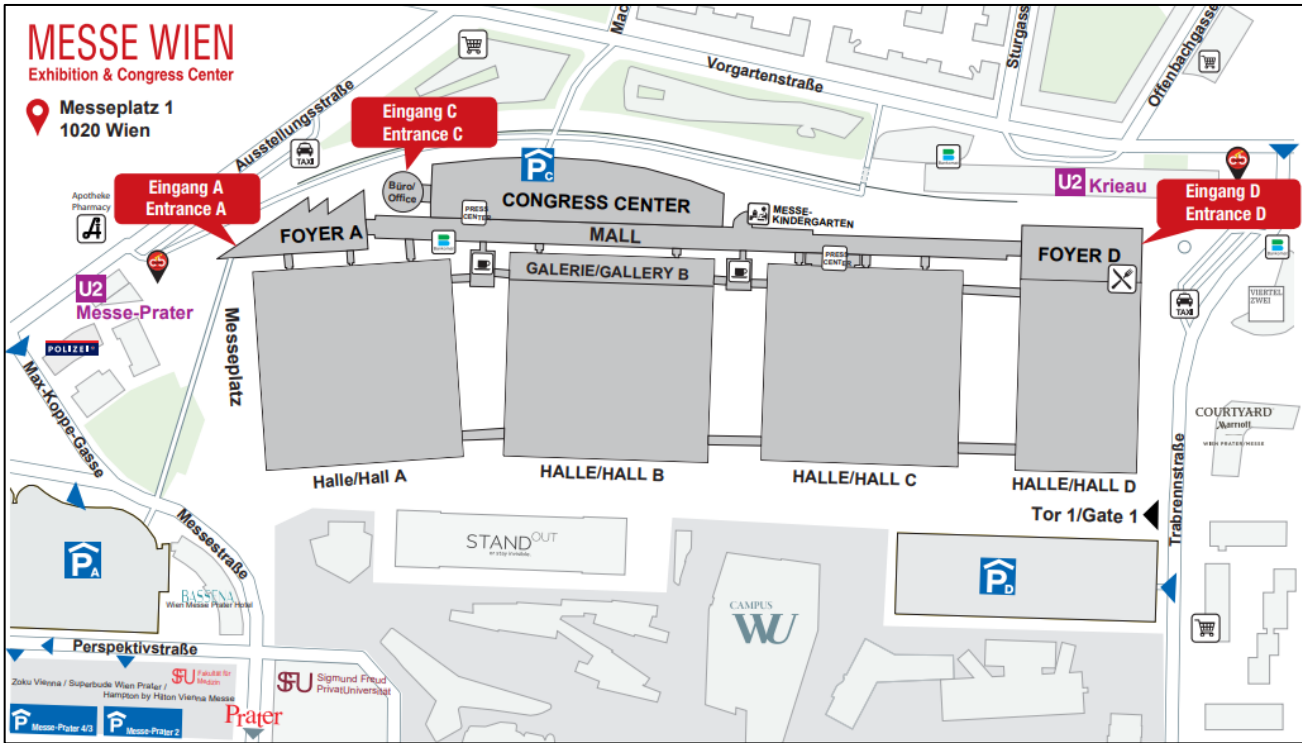
This is a simplified version with the most important information, if you require more details please consult these two documents from Messe Wien:

- [MWECC Technical Regulation](#)
- [MWECC Civil Engineer exhibitors](#)

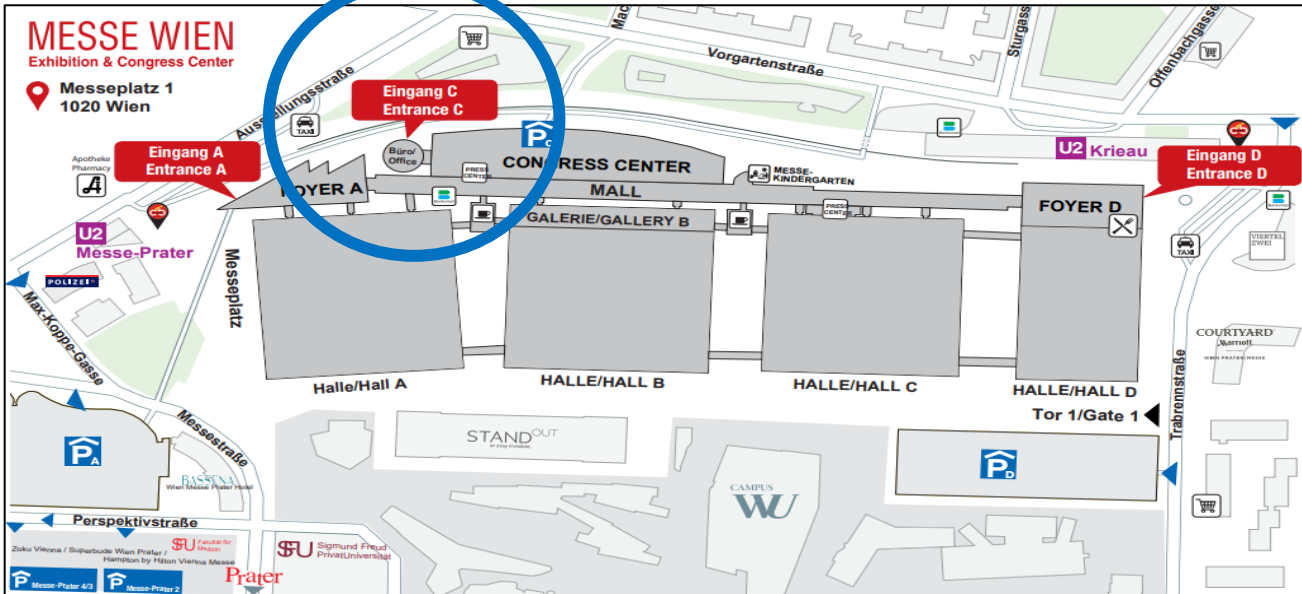
4.1 Floor plan overview

A fully detailed overview can be found here: messecongress.at/Tour_MesseWien_20170216/MesseWien.html

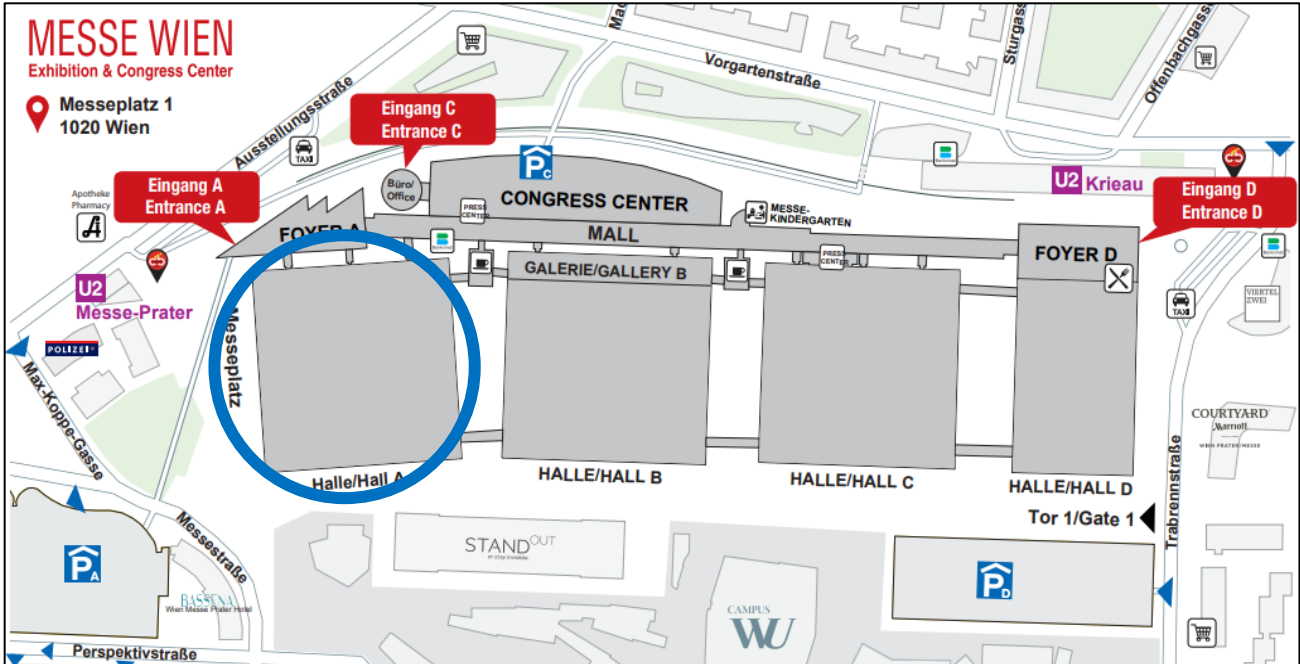
Complete overview



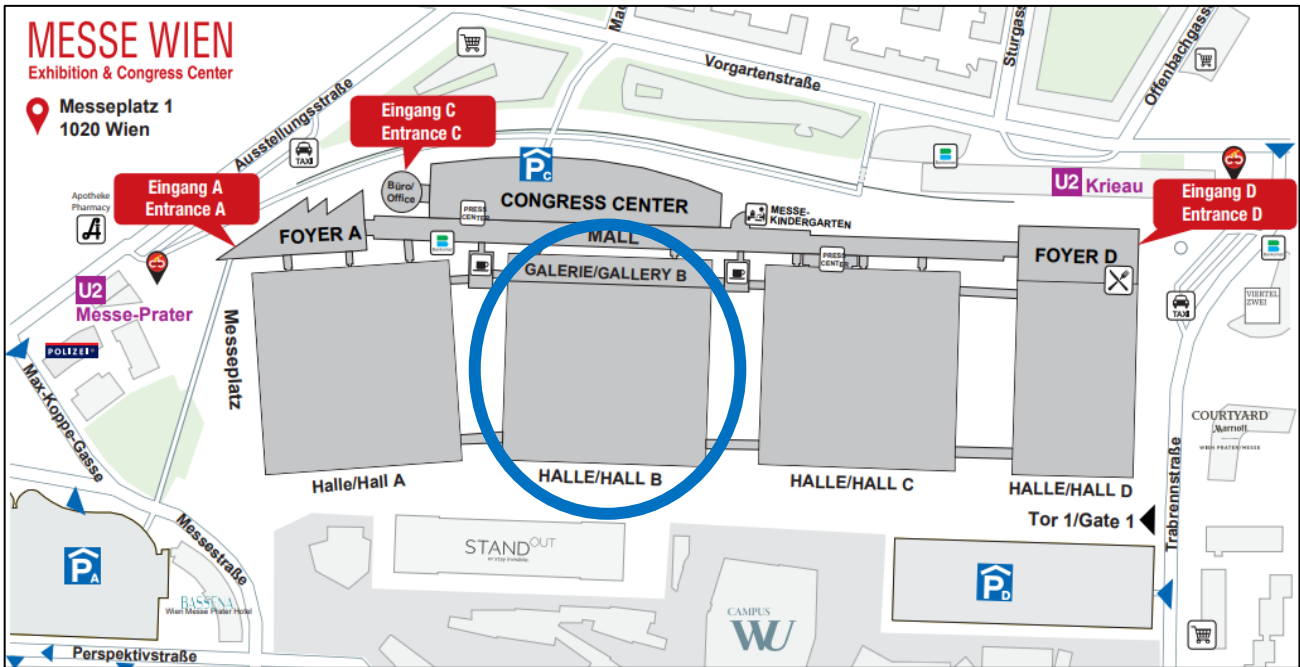
Entrance C is a dedicated Exhibitor entry. For time details, [please refer to Important Dates and Deadlines](#).



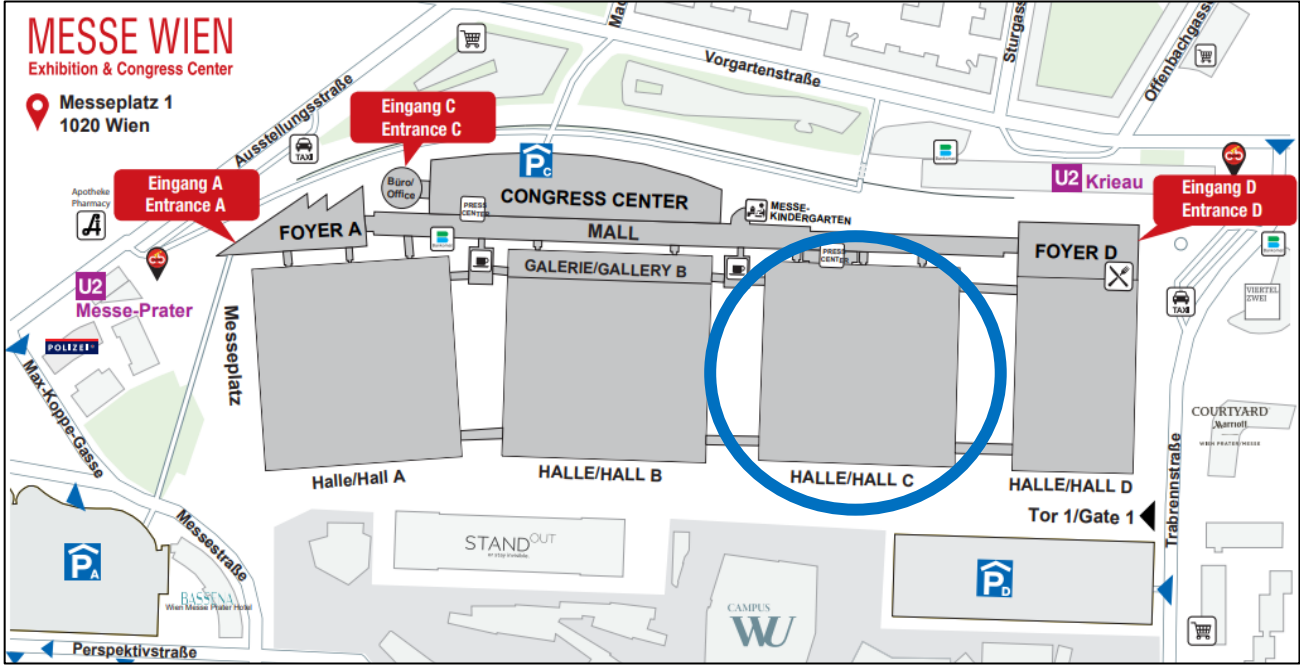
Hall A (Hospitality Spaces + Session Rooms)



Hall B (Exhibition area) / Gallery B (Hospitality Meeting Rooms)



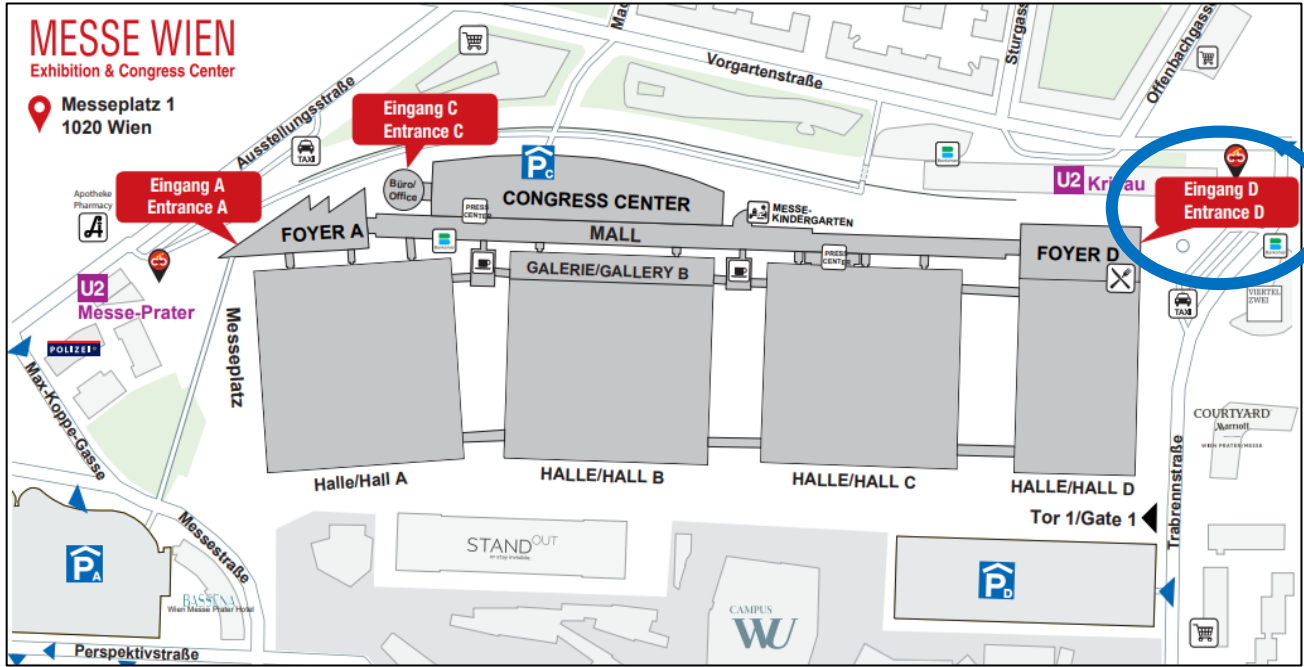
Hall C (Session Rooms & EULAR village & Speaker Management Area)



Foyer D (Registration) / Hall D (Plenary + Session Rooms)



Entrance D is the main entrance and registration area.



4.2 Lighting

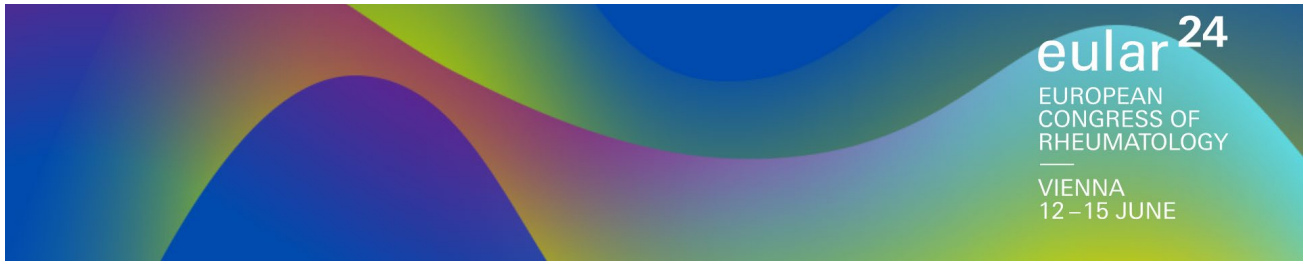
Lighting in the pavilions

Safety lighting

The venue’s rooms are equipped with lighting in accordance with the WR VG legislation (Wiener Veranstaltungsstättengesetz) on room lights and safety lighting for venues. These lights play a crucial role in facilitating safe egress from the building in question. In the event of a power cut, these lights automatically switch on in the affected room(s).

Additional safety lighting

If the organiser instructs that the existing lighting in a venue’s room be turned off, or if the characteristics of a temporary structure negate the effectiveness of the existing general safety lighting, the organiser/exhibitor will be required to take responsibility. This includes bearing the cost for the installation of additional safety lighting buffered by accumulators or a UPS (uninterrupted power supply) that can operate continuously or as needed. This system must be accompanied by pictograms and installed above exits, emergency exits, main crowd-flow access routes, escape routes, and direction changes, extending all the way to the exterior door. Additionally, sufficiently powerful ‘anti-panic’ lighting (min. 1.5 lux/m) that can provide light for at least an hour must also be provided.



Proof must be provided that the 'good working order' of additional safety lighting is checked and verified by a delegated person at a stipulated time (e.g., every day before the event begins).

Suspended objects: Sails, traverses, rigging, various overhead structures, sound & lighting infrastructure

Rigging is not permitted at the EULAR conferences. However, the use of rigged lights is allowed. Please contact Stand-Out (sandra.hittinger@standout.eu) directly for any questions and quotes (by latest Wednesday, 24 April 2024). All objects suspended from the designated suspension points, or those suspended or erected on all load-bearing structures and rigging, must comply with the relevant Austrian legislation, directives, guidelines, norms, and the latest technical standards. The following rules apply to all areas of the venue used for an event: All objects, including spotlights, projectors, loudspeakers, monitors, lights, lamps, etc., to be erected on, attached to, or suspended from ceilings, roofs, bridge structures, rigs, barriers, rails, decoration chains, additional and sundry structures, must be secured to the load-bearing structure with an additional suspension support (steel cable, steel chain, or safety carabiners) that can bear at least five times the weight of the device in question.

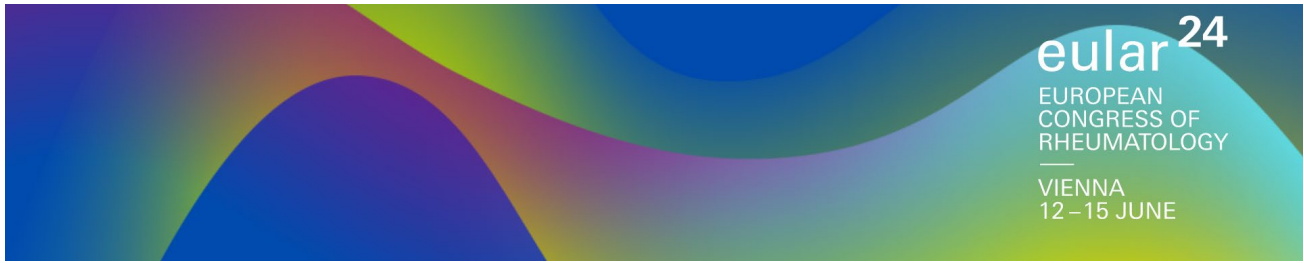
The lowest part of structures mounted above crowd access routes must be at least 2.5 m above the upper surface of the floor. Wall lamps and lights can be located lower down, but not positioned anywhere that compromises the minimum safety width of the access route.

Prior to the start of the event, all electrical devices mounted to the structure, such as spotlights, projectors, effect devices, lights, distribution boxes, switch boxes, sound and video devices, cables, cable gear, plug and socket connectors, must be inspected by a qualified specialist, such as a sound engineer, lighting technician, or an event technician, to guarantee all parts and devices are in good mechanical condition and in good working order (particularly suspension fittings and safety fixtures). A visual check of the condition of the mobile hook-up infrastructure, extension lines, and cables must also be conducted. These findings must be documented in writing.

Fixed lighting in the exhibition space

All lighting fixtures must be securely anchored to the structures of the exhibition space and positioned out of public reach, at a minimum height of 2.5 m from the bottom of the lighting body to the finished floor of the stand. This includes those supplied by extra low voltage systems. They should also be kept at an adequate distance from the objects being illuminated. Lighting fixtures with halogen lamps or metal-halide should be protected with safety screens and installed in accordance with the manufacturer's instructions. This ensures that in case of breakage, they will not project incandescent material. The use of bands for anchoring the lighting fixtures to the structures is not permitted.

Illuminated signs and their components, operating at a voltage greater than 230/400V, must comply with the respective product standards and the manufacturer's mounting recommendations. They must also comply with the IEC EN 50107-1



(IEC 34-86) Norm.

Transformers and electronic converters at very low voltage:

Each transformer or electronic converter must be equipped with a device for manual restoration to protect its secondary. Transformers with very low voltage should be installed in areas not accessible to the public and must have adequate ventilation. Electronic converters must comply with the relevant product standards.

4.3 Floors and ceilings

For all constructions, built-ins, add-ons, and booth structures, including temporary structures, rigging (with or without event devices), suspended structures, stage constructions, or stage augmentations, the person responsible for these structures is required to employ a certified civil engineer. This engineer must provide an inspection report regarding the statics and structural load safety of the structure(s) no later than one hour before the end of the assembly period on the final day of assembly. Any flaws documented in the report must be corrected before visitors enter the venue.

To ensure complete documentation for the authorities, the responsible office at Messe Wien must be provided with copies of all evidence of documented flaws, and proof they have been remedied, without having to request them. If such a report is not provided, Messe Wien has the right to contract a certified office of civil engineers to provide such evidence, at the constructor's expense. Messe Wien accepts no liability for identified flaws, as it is neither the constructor nor the contracted service provider. If serious flaws or imminent dangers are identified, Messe Wien reserves the right to restrict visitor access to the structures in question.

The safety statics of the following items must be inspected on-site according to EN 13814 before the structure can be commissioned for use:

All overhead structures (including gateway arches), and all structures suspended from the hall ceiling, from booth ceilings, and from specially prepared suspension points, except decorative fabric items that pose no risk of injury, death, or health hazards, should these items fall.

Double-decker booths and publicly accessible raised-platform booths, except platforms and podiums built using permitted podium elements, and which have fall prevention barriers/railings up to a height of 0.8 m.

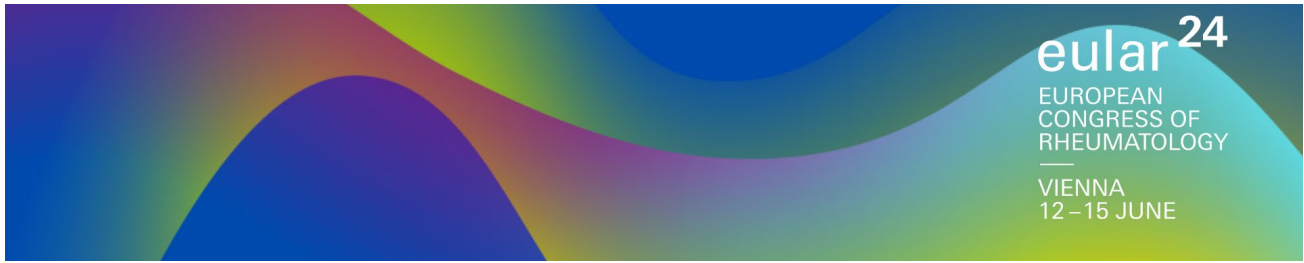
Expo booth structures and traverse structures built to a height of 4 m or more.

Free-standing columns and free-standing walls built to a height of 2.5 m or more.

Custom-built structures for which vital knowledge of the statics involved is required, like tensioned rope or cable constructions, cable bridges with tensioned cables, etc.

If necessary, the authorities are entitled to demand more detailed inspections.

All structures not subject to obligatory statics and safety inspections must nevertheless be constructed in such a way as to



be sufficiently stable and safe for use, and must comply with the latest technical standards.

The floor and ceiling in hall B, the exhibition area:

The floor is concrete, and only removable tape is permitted.

The floor can carry the following loads: 1600 kg/m²

The maximum building height on stands in this hall is: **5.0 m**

The floor and ceiling in hall A, hospitality suites area:

The floor is concrete, and only removable tape is permitted.

The building height on stands in this hall is: **2.48m**

Creating channels or grooves in the floor or walls to make cables or pipes flush is not permitted. The walls, ceilings, structures, and technical installations of the pavilions may not be used for anchoring staging elements, which must be self-supporting. Furthermore, painting floors, walls, ceilings, and any other installation of Messe Wien with any type of paint is not allowed.

Fixing floor coverings such as carpeting, linoleum, parquet, or similar materials is only permitted using double-sided adhesive tape that can be easily removed and does not leave residue on the floor.

Continuous blind suspended ceilings are prohibited. The creation of false ceilings is allowed if they consist of mesh fabrics with a minimum mesh size equal to 2 x 2 mm and are properly tensioned (please also refer to section 5.9 Fire Safety).

4.4 Pillars

The venue’s general physical condition, particularly the floors, walls, columns, and other such items, must not be damaged, soiled, altered, or compromised in any way. This includes drilling, using nails, screws, applying paint, wallpaper, or attaching items with adhesives. It is forbidden to nail, screw, or rivet items to the floor.

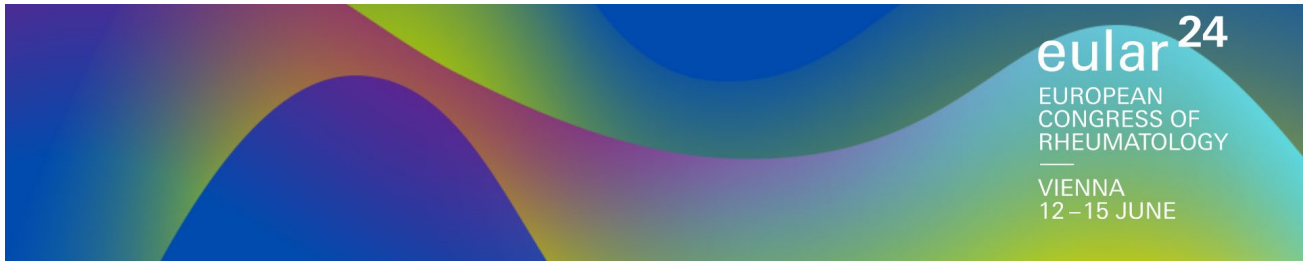
The right to use adhesives on surfaces at the venue is reserved for authorised contractual partners. Arrangements can be made by contacting these partners. The unauthorised application of posters is prohibited.

In Hall B (Exhibition), there are pillars available for branding in the corporate scientific walkways. Only exhibitors who have booked a walkway with a pillar can add branding. For more details, please contact: exhibitionservices@eular.org

Fire hose reels must not be obstructed or concealed.

5 GENERAL HOUSE RULES

For general safety reasons and in accordance with house rules, the booth constructor must provide an inspection report to



the organiser once the structure has been completed on site. This report, carried out by a certified civil engineer or civil engineering advisor, must confirm that the aforementioned structures and devices have been properly and correctly assembled and installed. This report should be provided at the latest by 18:00 on Tuesday, 11 June 2024 (the final day of assembly).

Any faults or problems identified in the report and/or documentation must be rectified, reinspected, and approved before visitors are granted entry to the show venue. If these deficiencies are not suitably addressed or corrected, Messe Wien, the organiser, and the responsible authority will have the right to close off the booth in question, or a section thereof. If necessary, they may make their own changes or remove the structures or objects at the expense of the exhibitor that had them installed.

5.1 Children on the premises

For safety reasons, individuals under the age of 15 are not permitted in the event halls during construction or dismantling work, regardless of whether they are alone or accompanied by an adult. This is because the exhibition halls are classified as a construction site during these times.

In areas of the Congress Centre where maintenance work and/or event setup/dismantling is underway, access is strictly prohibited for unauthorised non-professionals and minors under the age of 15.

5.2 Alcohol, smoking and drugs

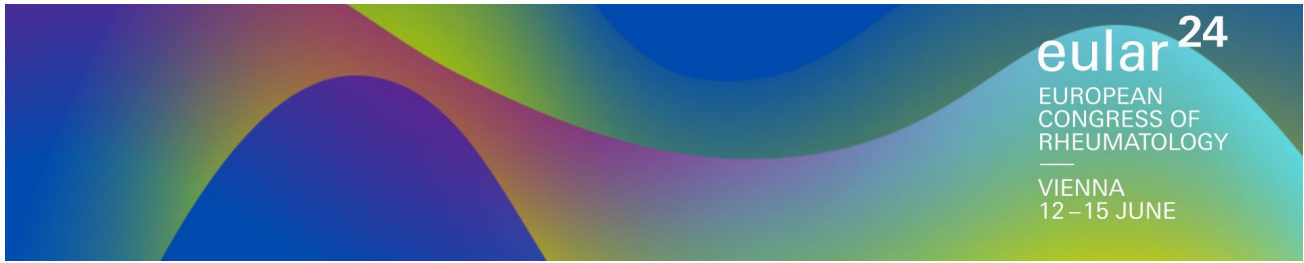
Alcohol consumption at Messe Wien is prohibited during the construction and dismantling of exhibition stands. Serving alcohol at the congress is not permitted at any time, except during the EULAR Networking Platform and only by EULAR. Smoking is prohibited throughout the entire venue in accordance with Austrian law, EULAR being a smoke free congress. Smoking is only permitted outside of the congress premises. The use or possession of drugs is prohibited, and we reserve the right to remove any person using or in possession of drugs from the premises at any time.

5.3 Music, images, and trademarks

All types of musical performances are subject to the provisions of §14 of the Austrian Law on Authorship and Copyrights. This law requires obtaining permission from [AKM](#) for the performance and mechanical reproduction of music. Any music played or performed without prior reporting will be subject to claims for compensation by AKM. However, music that is your own original content is not subject to AKM claims and does not require a permit.

5.4 Noise

For safety reasons, if the operation or demonstration of machines and devices, the showing of audio-visual material, or any



other kind of presentation causes noise emissions exceeding 60 db(A) at the perimeter of the booth, or if they have an annoying visual effect or may cause any other disturbance, they must be officially authorised by the organiser prior to use. Machinery and devices that emit noise should only be used in short bursts, and only as long and as frequently as their operative or presentational purpose requires. In addition, sound dampening and soundproofing measures must be implemented. Local residents and businesses must not be disturbed by unreasonable sounds or noise caused by sources at the event. This applies particularly to events located partially or wholly outdoors.

Before visitor entry, sound systems and heavy machinery that could pose a potential risk of noise pollution must be gauged by a trained specialist who is expected to document his/her findings in a report. This report must be kept available at the venue.

In areas designed for public gatherings, maximums measured every half hour of 100 dB (LA, eq) and 118 dB (LC, eq), must not be exceeded. The responsible authority is entitled to set lower maximum noise emission levels for events developed mainly for children under 12 years of age. If the average maximum noise emission in the public area of the venue exceeds 93 dB (LA eq) or 111 dB (LC eq), members of the audience must be provided with free ear protection capable of ensuring a noise intake reduction of at least 15 dB prior to the beginning of the event. In such cases, members of the public must be suitably and clearly informed of the potential damage to their hearing – prior to, and during the event.

All temporary structures must be designed and implemented in such a way as to ensure their use does not pose any risks to the health and safety of visitors or local residents, or an unreasonable nuisance to the surrounding neighbours – as can be the case with machine noise emissions (max. 60dB), smoke, soot and unpleasant smells. In addition, it is important to avoid all sources of annoyance to neighbouring booths and local residents caused by the use of technical devices. Suitable measures (labelling, signage, safety barriers etc.) must be implemented to ensure there are no trip, slip or fall risks caused by tripods, stands, ropes, bracing or shafts etc.

Exhibitors may not produce noise and/or use amplified music and/or voices which may be heard outside the space assigned to their exhibition stand, or which may interfere with or be objectionable to attendees or other exhibitors. The volume must not exceed 60dB (A) at the perimeter of the stand. The organisers reserve the right to require exhibitors to discontinue any such activity. Live presentations at the stand are not permitted without prior approval from the organisers.

5.5 Private vehicles

Vehicles are not allowed inside the hall for loading or unloading. The designated area outside the hall must be used for unloading. From there items can be transported on trolleys, which exhibitors may provide themselves. Alternatively, contact our logistics partner for assistance, which will be chargeable.



5.6 Parking

In general, parking is prohibited on the premises except in designated parking areas and spaces reserved for long-stay parking (more than 14 days). 'Waiting' as defined in the provisions of StVO legislation is permitted for the purpose of delivering exhibits and unloading/loading materials for events. Once unloading/loading is completed, vehicles must immediately leave the premises or be moved to one of the parking areas designated by or rented by the organiser. Camping or sleeping in vehicles anywhere on the premises is strictly prohibited. Messe Wien reserves the right to remove any vehicles parked illegally or without authorisation from places where waiting or parking is not permitted, at the expense and risk of the owner or driver.

Only vehicles authorised by Messe Wien, in compliance with official legislation and specific regulations issued by the event organiser, may be exhibited on the property.

Vehicles may not be presented in action, except in the demonstration areas specified by the organiser. The storage of fuels or combustible substances in enclosed spaces is forbidden. Vehicles on display must be secured to prevent unauthorised persons from starting, driving, or moving them. A document verifying that a vehicle has been properly located and set up must be completed prior to the commencement of the event. This document, along with all requisite documentation, must be available for inspection by the authorities at all times upon request.

5.7 Construction rules

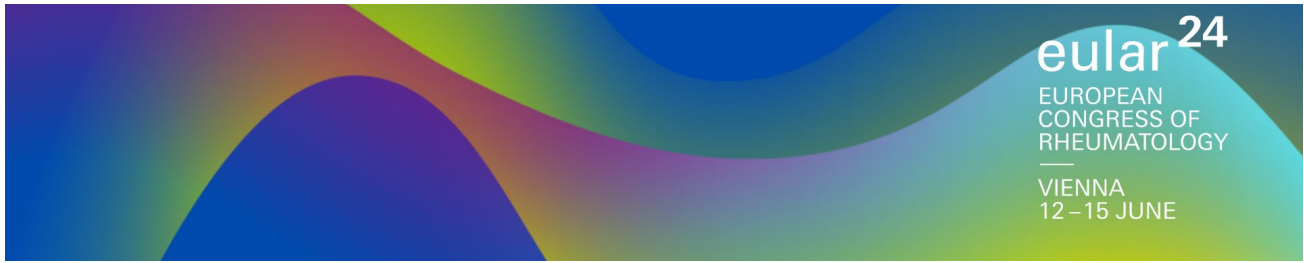
LIMITS ON CONSTRUCTION WORK

All work that affects Messe Wien property may only be carried out by staff authorised by Messe Wien, Austria. For example, attaching any fittings or machinery to columns or beams and connecting electricity and water via the under-floor channels. It is not permitted to screw, glue, paint or in any other way cause damage to Messe Wien buildings or equipment.

5.8 Financial / insurance liability

Messe Wien and EULAR can accept no financial liability whatsoever for costs arising as a result of any waiting times in connection with installation/dismantling or delivery of products, etc.

Messe Wien and EULAR cannot be held liable for exhibitors' property (private or company property) even in the case of simple theft. We recommend taking out the necessary insurance coverage for your own property, as this will not be covered by Messe Wien's insurance.



5.9 Fire safety

Fire safety and prevention: Smoking is banned in all indoor areas of the venue.

For safety reasons, fire safety amenities and other safety fixtures, particularly fire alarms, hydrants, smoke detectors, sprinkler systems, and portable fire extinguishers, must always be freely accessible and fully functional. They must always be clearly visible and available for unrestricted use.

The venue is equipped with automatic fire alarms and sprinklers. In exceptional circumstances, it may be permissible to switch off the fire alarm, provided the organiser is informed and the matter is coordinated with Messe Wien. This ensures that the venue's own fire-fighting team can be informed, called up, or reinforced in sufficient numbers. If the fire alarm is falsely or accidentally triggered, for example, due to a high concentration of dust or smoke, and this causes the City of Vienna fire service to send out a response team, the costs of deployment will be charged to the person or company who triggered the alarm, or to the organiser.

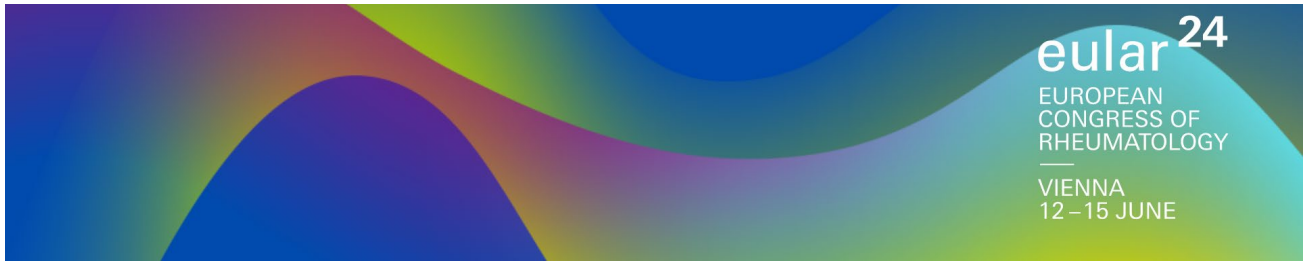
Floor coverings must meet the minimum Cfl-s2 fire safety standard in ÖNORM EN 13501-1, which details the classification of building products and types of structure and their combustibility characteristics. Wood, timber, and wood-related items are permitted in the rooms of the venue if they meet the requirements of Dfl classification.

Wall coverings must meet the minimum C-s2, d0 fire safety standard in ÖNORM EN 13501-1. Wood, timber, and wood-related items are permitted if they meet the requirements of D classification (with an insulating layer or class A2 heat insulation). Ceiling and roof coverings must meet the minimum C-s2, d0 fire safety standard in ÖNORM EN 13501-1. Wood, timber, and wood-related items are permitted if they meet the requirements of the D classification.

Curtains and net curtains must meet the minimum class 2 fire safety standard in ÖNORM EN 13773. All decorative materials and items, as well as posters, banners, boards, suspended objects, signage, and similar items located above the access routes must meet the minimum class B1 for items that burn poorly, produce little smoke (Q1), and do not drip (Tr1) as defined in ÖNORM A 3800-1 and ÖNORM B 3822. Evidence of the combustibility characteristics of floor, wall, ceiling, and roof surfaces, curtains and net curtains, decorative materials and items, must always be readily available at the venue. It must be clear which items of evidence relate to which materials.

All fire extinguishers must be easily accessible, clearly visible, and fully functional at all times. Portable fire extinguishers must comply with ÖNORM EN 3. They must have evidence of inspection and be found in good working order. Additionally, they must be suitable for the class of fire in question. Extinguishers should be mounted at an accessible height, being a maximum of 1.30 m above the floor. Their locations must be marked with safety signage according to ÖNORM Z 1000. Powder-based extinguishers are not permitted.

The exhibitor must provide proof that booth staff have been instructed on how to react in case of fire and how to operate the extinguishers as first responders. In addition to the portable fire extinguishers, exhibitors who prepare food are obliged



to keep a special blanket for smothering flames. Primarily, these blankets are used to smother sources of fire, embers, and combustible fluids before they can develop and spread, thereby starving combustible materials of the oxygen they require to burn.

Blanket extinguishers must comply with the German-language EN 1869 definitions and be made of flame-retardant wool or fibreglass fabric. In addition to blanket extinguishers, various other suitable means of fighting fires must be kept available in the immediate vicinity to combat a comprehensive range of fire hazards.

5.10 Food smells and smoke

It is not permitted to cook your own food within your exhibition space in the Messe Wien.

5.11 Packaging and other materials

For handling materials for staging and products for the event within Messe Wien, organisers and exhibitors should contact the Official Freight Forwarder of EULAR (Merkur Logistics). They will provide information, clarification, and assistance regarding shipments, transportation of materials, and any possible customs requirements.

The services requested from the official shipping agent shall be borne by the organiser/exhibitor and are carried out according to times, modes, procedures, and fees set by the Official Freight Forwarder.

For safety reasons, organisers/exhibitors and their fitters are prohibited from using their own forklift trucks, lifting equipment etc. within Messe Wien. For these needs, they will have to use the Official Freight Forwarder of EULAR to guarantee strict compliance with safety norms. Otherwise, an immediate halt to the lifting operation will be carried out at Messe Wien.

During the setup and dismantling period and during the event, within the limits of availability and at preset rates, a rental service of hand trucks and freight handling is available. This service can be booked with Merkur Logistics.

The Official Freight Forwarder is available for removing, holding, and the redelivery of empty containers at the end of the event, according to the rates in force. The redelivery will take place based on a programme that is prepared each time. Empty packaging not delivered to the Official Freight Forwarder will be removed and sent to public landfills, with the Exhibitor charged for any related costs.

5.12 Stand ceiling, construction, and decoration materials

Ceilings and continuous blind suspended ceilings are prohibited; the creation of false ceilings is allowed if it consists of:

- Mesh fabrics with a minimum mesh size equal to 2x2 mm, properly tensioned,



- Wood, metal, plaster, etc., making openings for the evacuation of smoke in the event of a fire, for a total of 1/100 of the surface of the stand. These openings may be of a size ranging between 0.25 m² and 0.30 m² and be evenly distributed over the whole area of the stand. Different configurations of the openings, always evenly distributed, must ensure the ratio of 1/100 of the surface of the stand. It is possible to make openings to discharge the smoke by superimposing several levels of the elements of the false ceiling, always ensuring the ratio of 1/100 of the surface of the stand.
- In the configuration of the stand, rooms enclosed by walls and ceilings that do not have openings for the evacuation of smoke should not exist. In any event, the Exhibitor is required, as a preliminary step, to agree with Messe Wien on the type of structure that it intends to construct.
- The installation of illuminated signs, except where prohibited in the General Regulation, must be carried out in accordance with the norms in force regarding electrical installations.
- In each exhibition space, there must be an adequate system of evacuation routes, such as to allow easy evacuation to the common aisles in case of an emergency.
- If there are any furnishing or wall elements made of glass or mirrors that are full height, they have to be properly marked and protected against impact. The glass walls used must comply, in terms of characteristics and installation system, with the norms in force.
- If the organiser allows the implementation of continuous walls of delimitation, the evacuation routes must be calculated according to the rules outlined in DM 10 March 1998, taking into account that the trade fair activity is considered as an elevated fire risk..

The minimum size of each security exit must not be less than 1.20 m in width and 2.10 m in height. Any doors that may be installed should open toward the aisle without encroaching upon it. The internal and external exits from the stand must be signalled by light box signs that are operated by independent power, visible in case of a shutdown of the electrical power lighting the pavilion. Apart from the surface of the stand, any type of continuous boundary (showcases, flowerpots, machines and installations, chains, etc.) must be made in such a way as to guarantee an adequate system of evacuation routes from the same.

- The raised platforms of exhibition spaces that are accessible to the public, must ensure a load capacity of 5 kN/m² (510 kg/m²) of overload, in addition to the loads induced by any machines or equipment installed. The Exhibitor must keep in the exhibition space at the disposal of the control bodies, the document for approval of the statics of the stand, signed by a qualified professional in Austria. This applies to platforms with a height greater than 0.30 m, if accessible to the public. The raised platforms must be connected to the floor of the pavilion, in public



passages, with steps of adequate rise and tread and with at least one ramp with a slope no greater than 8% in compliance with the norms on the elimination of architectural barriers. Each stand equipped with a raised platform must be accessible with at least one ramp. Steps or ramps should not encumber the paths of the public in the aisle; the corners of the platform should be rounded or protected; the height change must be clearly visible and marked by a colour change with respect to the floor. The perimeter should also be closed with the possibility of inspection for each side. The corners of the raised platforms present at the intersections of aisles must be protected to prevent visitors from stumbling.

- Any elements of the staging or the products exhibited, may not occupy, even partially, the area intended as an aisle.
- The boxes for user installations (electrical, telephone and service sockets, etc.) must be kept accessible at all times; such as phone and emergency services.
- The panels that border with another stand and the ceilings that can be observed from the top must be finished according to best practices, with electrical cables and the like embedded in specific canals..

5.13 Covered stands

As the halls have an automatic sprinkler system, there are limits to how exhibition stands can be covered. All conditions regarding the covering of stands and special areas, such as vehicles, tents, and containers, must be agreed with Messe Wien. Messe Wien reserves the right to prohibit the use of a covering if it conflicts with fire safety in the hall. Therefore, information about the type of covering, size, and materials must be provided before the event.

If the fire safety conditions allow it, the stand may be covered, but coverings of more than 9 m² should be constructed with water-permeable materials. It is possible to construct a solid covering, such as wooden panels, as long as the total solid covering does not extend over more than 40% of the covered area.

If a solid covering of more than 9 m² is used, the exhibitor will be obliged to install extra sprinklers on the stand. Sprinklers must be installed according to the requirements of the event location. The sprinkler system can be installed by Messe Wien, and a non-binding quotation for the work can be provided. Connection to the main sprinkler pipes must always be undertaken by Messe Wien.

5.14 Security / Accidents / first aid / Emergencies

In the event of an emergency, we kindly request that you contact the relevant hall manager as your initial point of contact. They will be responsible for initiating the emergency response protocol. However, it is also acceptable to first dial the emergency number and subsequently notify the hall manager.



Two doctors will be on-site and can respond quickly.

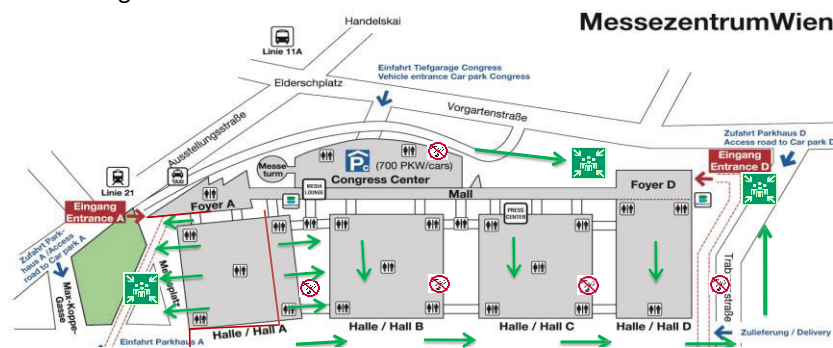
EMERGENCY NUMBERS / IN CASE OF EMERGENCY

Fire +43 1 72720 7122

Doctor / First-Aid +43 1 72720 7144

Hall Manager - Hall A +43 664 1515 793

Hall Manager - Hall B +43 664 1515 794



Hall Manager - Hall C +43 664 1515 795

Hall Manager - Hall D +43 664 1515 797

Hall Manager - Congress Center +43 664 8343 750

6 EXHIBITION RULES

6.1 Work environment responsibility

Exhibitors are responsible for construction management and compliance with work environment rules and other applicable laws and regulations. Alternatively, a construction manager can be appointed for your stand or construction at the event. Messe Wien and EULAR accept no liability whatsoever for construction design and construction responsibility unless a stand or other construction work is ordered directly from Messe Wien. In such cases, we guarantee compliance with relevant legislation and regulations.

Rubber mallets, dust extractors and climbing

To reduce noise levels during construction, rubber mallets or similar tools should be used whenever possible. Climbing on girders is strictly forbidden. Devices such as saws, grinders, and polishers should be fitted with a dust extractor.

Safety inspection rounds

Representatives from Messe Wien conduct regular safety inspection rounds before and during events to minimise the risk of injury or damage and to ensure the highest levels of safety. Any issues identified during an inspection must be addressed



immediately. An exhibitor will be billed for any costs arising due to safety issues.

Safety shoes

The use of safety shoes is mandatory in areas where trucks may be in operation. These rules apply to the production areas at Messe Wien, during the installation and dismantling of exhibition stands. The employer is responsible for compliance with the rules, meaning that you, as an exhibitor or stand builder, are responsible for ensuring your staff wear safety shoes. The safety shoes must have a toe-cap and a closed heel and be of minimum protection class level S1.

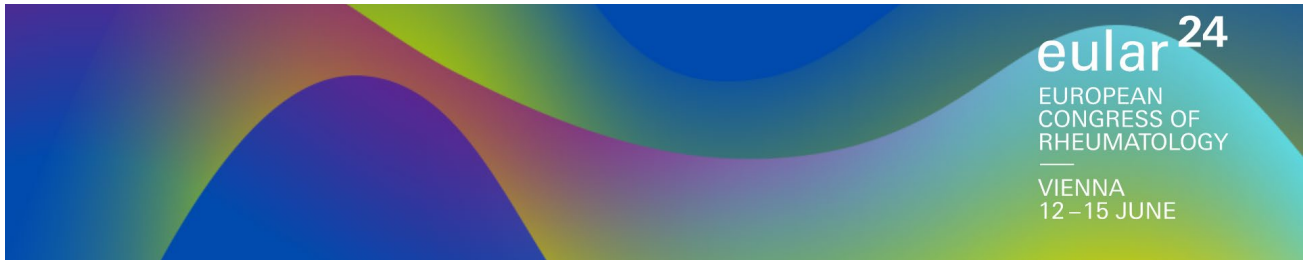
6.2 Stand construction

Before erecting temporary structures, the entire floor surface to be built upon must be protected with suitable carpeting or insulating materials that can be completely removed without leaving marks, stains, or residue. Floors must be protected from single exhibits or booth infrastructure not displayed or installed at an exhibition or fair by applying felt pads to the bottom edge of such items, or by placing them on rugs or carpets. During the assembly and dismantling periods, gang-ways and floors must be treated with extra care or special protective measures applied to ensure they are not damaged. Carpets, floors, and tiles must only be affixed to the floors at the venue with residue-free adhesive tapes.

Exhibitors and their subcontractors are not permitted to open or close utility conduit channels in the hall floors. Only Messe Wien and its authorised contractual partners are permitted to do so. The general physical condition of the venue, in particular the floors, walls, columns, and other such items must not be damaged, soiled, altered, or compromised in any way, such as by drilling, using nails, screws, applying paint, wallpaper, or applying items with adhesives. It is forbidden to nail, screw, or rivet (etc.) items to the floor. The right to use adhesives on surfaces at the venue is reserved for authorised contractual partners and can be organised by contacting these partners. The unauthorised application of posters is forbidden. Neither technical facilities nor any other parts of the rooms at the venue may be treated in such a way that does not correspond with their explicitly stated purpose.

Access to utility conduits located near temporary structures must be kept free at all times. Fire safety and prevention infrastructure, particularly fire sensors and alarms, hydrants, smoke detectors, sprinkler systems, manual fire extinguishers, break-glass alarms, hose-pipe water access points, ventilation and heating shafts, openings and doors for technical facilities must not be obstructed and must remain fully accessible at all times.

The functionality of the above must not be compromised, they must be clearly visible and recognisable as such at all times, and their use must be guaranteed without limitations. Temporary structures that cannot be illuminated sufficiently with the general safety lighting due to their special construction must be illuminated with their own additional safety lighting, compliant with the respective rules and legislation. Before the event commences, all electrical components and devices in use, such as spotlights, projectors, effects devices, lights and bulbs, junction boxes and switch panels, sound and video



devices, cables, cable connectors, plugs and sockets, must be inspected by a trained specialist – such as a sound engineer, lighting technician or an event engineer – to establish their mechanical state and working condition (particularly fixture points and safety features), and make visual checks to establish the state of mobile connection stations and extension cables. Findings should be documented in whatever way is considered appropriate. If damage to items of equipment or supplies which could compromise safety is identified, they must not be used.

Designing and equipping trade fair and expo booths

The exhibitor is responsible for ensuring the booth is laid out, built, equipped and decorated in compliance with the TRL guidelines. However, the exhibitor must also ensure this is in harmony with the character and aesthetic of the event in question, and with all event-specific requirements issued by the organiser.

Constructing trade fair and expo booths

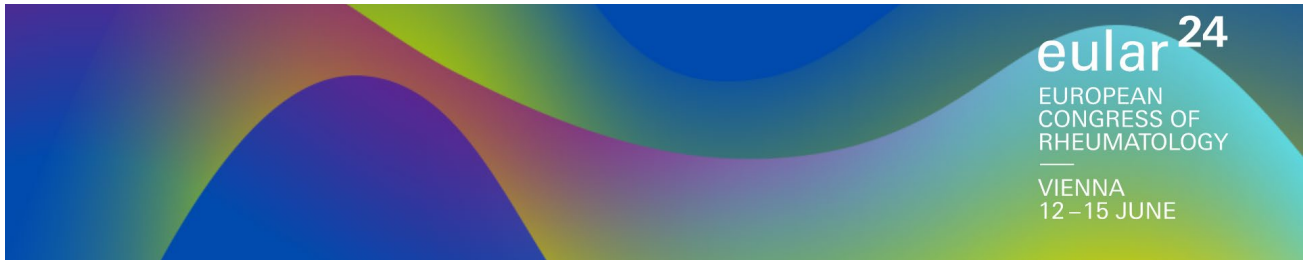
Trade fair and exhibition booths must be built, furnished and fitted in line with current technical standards, in compliance with the current norms and standards – particularly safety standards; according to the directives and instructions issued by RX or the guest event organizer, and in accordance with all relevant statutory rules and legislation. It is essential to guarantee general safety and order, particularly that physical health and safety are not endangered, and to guarantee structural safety during the assembly and dismantling periods, and during the event itself.

Booths and storage areas

If an event is only held in one part of an event room, no permission is granted to use the remainder of the room for any purpose whatsoever, particularly for storage. Structures not intended for public use must be kept accessible for supervisors at all times and must not be used for storage purposes. An exception is made for cabins and lock-ups integrated into booths, which are commonly used to store everyday items required at the fair – such as brochures, folders, giveaways, bulk supplies of foods, beverages, and cleaning agents. The maximum height for items stored on booths, in-booth lock-ups, and on shelves, is 2.1 m above the hall floor level. Items stored in booth lock-ups must not protrude beyond the top edge of the structure. The storage of natural gas, liquid gas, flammable liquids (petrol, heating oil, and similar products), and pyrotechnics, is forbidden throughout the entire venue. Specific exceptions may be possible if a request is submitted to Messe Wien via the organiser.

Fabrics, materials & decorations

Materials, fixtures, and fittings used on site at the venue and belonging to temporary structures, must be compliant with the latest technical standards, and at least comply with the EN 13501/1 classifications B-s1d0 and C-s1d0 (hardly flammable,



produce little smoke and do not drip-melt), or must be impregnated to ensure they do not burn easily. This applies in particular to floor, wall, ceiling and roof surfaces, tarpaulins and rig sails, fabric cladding, curtains and decorations, as well as posters, banners, signs and objects suspended above expo structures and crowd-flow access routes. Exhibitors are to provide the organiser with evidence of the properties of the materials in use in German.

If sprays are used to impregnate, it is necessary to keep a record of who conducted the work, their contact details, and when exactly they carried out the task of impregnation. Covers, shades, fabric cladding, curtains, and all other forms of decoration must be securely attached.

Floor surfaces

Carpets and all other floor surfaces must be installed in a way that guarantees there is no danger of slipping, tripping, or any other accidents. All protective foils must be removed before the event commences. Doormats must be positioned to ensure they do not pose a tripping hazard. A removable wooden floor surface must be even and flat, and must be beveled at the edges.

Raised floors

Any edges of surfaces at differing heights must be clearly and visibly marked. Cables and other supply channels under raised floors are subject to the same rules as openly-accessible supply cables and pipes. The installation of various supply pipes, channels, and cables, and any other sources of danger beneath the surface of raised floors must be documented with photos and technical drawings.

Trees and plants

Trees and plants may only be used as fixtures and decorative items for temporary structures if they have been freshly cut. Leaves and needles must still be green and full of sap. If, during the event, it becomes clear that trees or plants are drying out, thus becoming more easily flammable, they must be removed. Bark mulch, reed mats, straw (etc.) in and around booths must be kept moist at all times.

Structures with glass

All glass used for structures must be proven to be suitable for the respective purpose. Only safety glass is permitted for glass structures. The edges of sheets of glass must be processed, smoothed, or covered in such a way as to eliminate the risk of injury. Full-glass structural elements must be marked at eye level. Framed glass elements, particularly glass in display cases and doors, must be made suitably thick or be protected in such a way as to guarantee they cannot be broken through. Pictures, mirrors, and other similar objects along crowd-flow routes (visitor gang-ways) must be immovably attached to



their mounting location.

Building Height

The general building height allowed at the EULAR 2024 Congress are:

Hall B (Exhibition) – **5.0 m** (maximum stand building height)

Hall A (Hospitality suite) – **3.0 m**

Height exposure must not obstruct other exhibitors, must be safe, and should not present any other practical obstacles. If the directives regarding height exposure and/or information to your neighbouring stands (as mentioned in the above section) have not been followed, the exhibition organiser will make necessary adjustments, the cost of which will be charged to your company. The exhibition organiser also reserves the right to demand the dismantling of your stand. Charges for height exposure will be according to the price list.

Line of sight

Exhibitors must ensure that they do not cover more than 50% of their neighbouring booths.

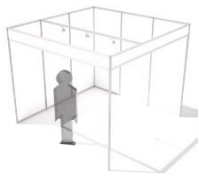
Rigging

Rigging is not allowed in the exhibition halls. See the [EULAR Code of Practice](#) under the [EULAR 2024 Investment Opportunities Resources](#).

6.3 Booth services

If you have booked a shell scheme booth, it is not possible to build your own booth.

WITH BASIC STAND CONSTRUCTION, including:



Your shell scheme booth (3 m x 3 m; 9 m²) will include:

Floor space, Shell scheme, Basic electrical connection, Basic lightning, Carpet and fascia board.



Additional packages such as furniture and other products & services are available for booking on the [OBS](#).

WITHOUT BASIC STAND CONSTRUCTION, including:



Floor space only – clearly marked with tape

If any changes to the basic stand are required, please adjust in the OBS, where it will be possible to search for “remove” and “cancel”. Please note that there will be a charge of EUR 32,97 per m² if cancellation of construction is ordered after the deadline, when the booth builder has started construction.

6.4 Build-up

Consumption of alcohol and drugs on the premises during build-up and dismantling is strictly prohibited.

Times for stand construction / dismantling

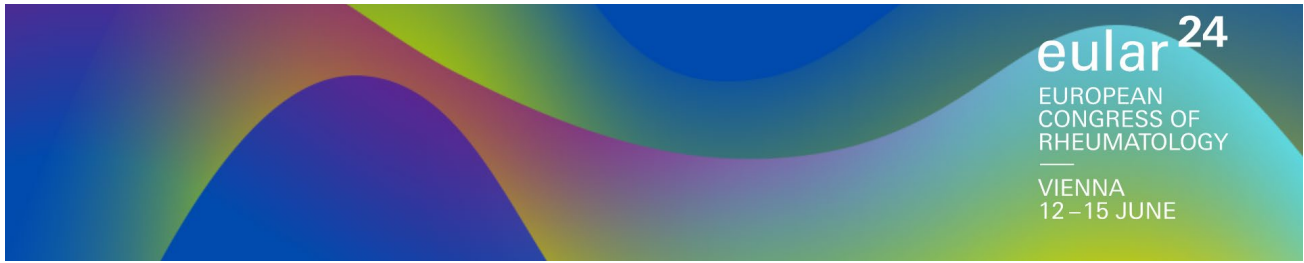
The halls are typically open from 8:00 – 20:00 for installation work up to the day before the event, unless otherwise stated. On the day before the event, all building work and all transport with forklifts must be completed no later than 16:00. After 16:00, we will only remove empty packaging materials for storage. These must be marked with special labels, which can be picked up at the Exhibitor Service Desk. We cannot take responsibility for any property left in the packaging.

Any proven need for a limited extension of the schedules provided in the set-up and dismantling phases must be requested directly from Messe Wien through the Exhibitor Services Web-site. The request must be made by 16:00 on the day the extension is required, and Messe Wien will confirm the authorisation within an hour of the request.

The organiser/exhibitor cannot carry out any preparation that does not have advance authorisation from Messe Wien. In the case of unauthorised personnel within the exhibition space after closing time, Messe Wien will adopt all the initiatives that it considers appropriate or necessary for security purposes, and the respective organiser/exhibitor will be subject to the penalties set out in Article 9, maintaining the right to compensation for any possible damage.

Keep aisles free of obstruction

We will start laying the carpet runners in the halls at 16:00 on the day before the event starts. Personnel may still be in the



stand after 16:00, but all goods and other items must be removed from the aisles. We reserve the right to remove any remaining items and store them at your expense.

Goods transportation during the event

For safety reasons, during an ongoing event, goods may only be transported one hour before the event opens. Otherwise, only lighter goods may be brought in. Please contact Merkur Logistics for further details.

Dismantling

Dismantling of stands can begin as soon as indicated in the section: Dismantling of Booths, under the section Key Information in this document. However, personnel should remain within their own exhibit space until the carpet runners have been removed and stored goods and empty packaging materials have been brought to the hall. This will ensure that the dismantling process proceeds as smoothly as possible for everyone. It will then be possible to access loading bays as instructed by Merkur Logistics' staff.

Dismantled materials will be carried out to the loading bays. Contact the staff of Merkur Logistics when ready to remove your belongings. You may not drive or wheel your own vehicles, trailers, or carts into the halls.

Storing any materials in surrounding stands or in marked transport gang-ways is not permitted. Consumption of alcohol on the premises during dismantling is prohibited.

WASTE/PACKAGING DISPOSAL DURING SET-UP AND DISMANTLING

There will be a mandatory environmental fee of 20 EUR per m². This includes the disposal of trash during build up, dismantling and during the exhibition. It does not include the actual cleaning of your booth. Additional cleaning services will be available in the OBS.

Leftover materials

All goods that will be picked up by a transport company must be marked. Packed goods (pallets, boxes etc.) left on the stand after dismantling hours will be removed by Merkur Logistics.

6.5 Submission of exhibition stand

Every exhibitor must submit an exact statement of the dimensions of their stand as well as plans and descriptions of the stand. **Deadline: 3 May 2024.**



These drawings must clearly indicate, in English, the planned layout, any equipment and furnishing of the stand, including any signage and visuals. The location of power outlets, electricity cables, moving parts, details of raised floors, any water, telephone, and ventilation installations must also be indicated. Please supply:

- A scaled top-view drawing
- A scaled side-view drawing
- A three-dimensional drawing (or photograph)
- A description of the design with the materials used
- Fire safety certificates of the construction materials

Indicating the various heights and the open spaces will, in principle, be sufficient. If any special construction is planned (information towers, moving parts, etc.), additional information will have to be submitted.

Technical plans

Booth plans with the detailed location of utility connections (electricity / internet etc.) must be sent to the EULAR CONGRESS SYSTEM – EXHIBITION SERVICES (exhibitionservices@eular.org).

Deadline for submission of booth and technical plans to the exhibition organiser in min. scale 1:200 / 1:100 is:

3 May 2024.

7 TECHNICAL INFORMATION

7.1 Power and Electricity

Power

12 hours of power (8.00 – 20.00) will be available from the first day of stand construction up to and including the day after the end of the exhibition at 12:00. If a power connection is required for longer, this can be purchased in the OBS shop.

Messe Wien provides electrical energy with the same characteristics with which it is supplied by distributors. Electricity supply is through TN-S installation with three-phase distribution at nominal voltage of 400V (tolerance of +/- 10%), 3F+N+PE, or single-phase nominal voltage of 230V (tolerance +/- 10%) 1F+N+PE, frequency 50Hz (tolerance +/- 1%).

Electrical installations

The network of power for the supply of exhibition spaces is constituted, depending on the area or the level used by the energy distribution boxes equipped with valved switches installed on pillars/walls or CEE Sockets (IEC EN 60309-1-2, IEC 60309-1-2) at:

- 32 A - 400V 3P+N+PE



- 63 A - 400V 3P+N+PE
- 63 A - 400V 3P+N+PE + pilot contact (only for well sockets)

The type and amount of the energy points available for the exhibition space, can be deduced by planimetric extracts sent to the organiser / exhibitor by Messe Wien.

Each outlet for power supply of the exhibition space can deliver up to a maximum of 18Kw at 400V three-phase.

For greater amounts of power, consistent with the type and quantity of the outlet points available to users in the area of interest and upon technical verification performed by Messe Wien, the following solutions may also be proposed:

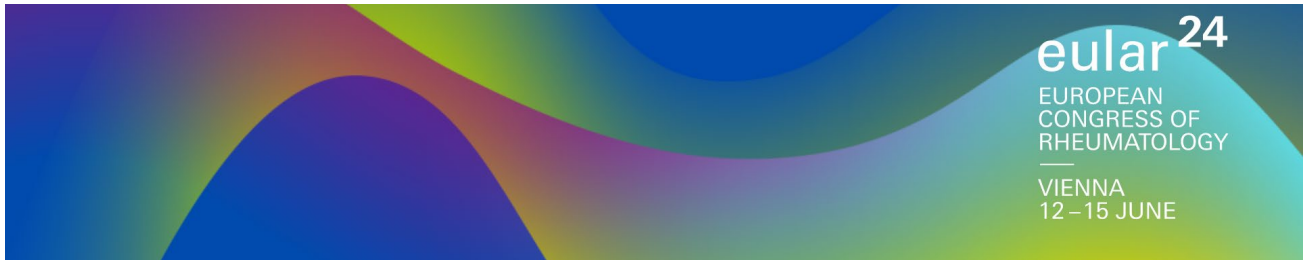
- Distribution of the total power required on more than one energy outlet.
- Execution of additional autonomous lines, following a request to be made at least 10 days before the start of the set-up.

7.2 Internet Access

Rooms at the venue are wired with standard communications and data connections, as well as a Wireless Local Area Network (WLAN) across the entire premises. The wireless data transfer WLAN technology is compliant with IEEE WLAN standards. The frequency range for WLAN does not require a license, so it is also used for other purposes.

Organisers and exhibitors may only commission their own WLAN transmitters if a license is issued by Messe Wien in advance, and only in compliance with the following binding guidelines: WLAN transmitters (access points) in the 2.4GHz frequency band may only be operated on channels 1, 6, and 11– with a channel width of 20MHz. Channel bonding is permitted! Those in the 5GHz frequency band can use channels 36 - 48 with a channel width of 20MHz. The WLAN transmitter must be set to the lowest viable transmission level to ensure it does not work beyond the borders of an exhibitor's booth.

However, the operation of a WLAN transmitter will not be permitted if, despite adherence to these stipulations, it interferes with the normal operation of surrounding technical infrastructure – particularly with the existing WLAN system used as standard in the rooms of the venue. If operation of an organiser's or exhibitor's own WLAN system interferes with the normal operation of technical infrastructure at the venue, Messe Wien reserves the right to take all steps considered necessary to ensure the interference-free operation of technical infrastructure at this venue during the event. The organiser or exhibitor must follow the instructions issued by Messe Wien, and must switch off their own WLAN system. A violation of this provision will cause the organiser/exhibitor to accept liability for costs generated by the localisation and elimination of the problem. The regulations for the protection of personal data and person-related data (GDPR) must be adhered to by the respective operators of data transfer infrastructure.



Temporary signal transmission infrastructure.

Radio transmitters, high-frequency devices, and ionisers (Shure Deutschland 2009-2021, 2021) are regulated in Austria by the telecommunications office, a subordinate office of the Federal Ministry for Farming, Regions, and Tourism (BMLRT).

Generally, all of the available frequencies used for professional PMSE systems must be registered with the Austrian Telecommunications Office (Fernmeldebüro). The following frequency ranges do not require registration: The harmonised EU band 863 – 865 MHz, the EUTRA band between 1.785 and 1.8 GHz, the DECT band between 1.88 and 1.9 GHz, and 2.4 and 5 GHz. The organiser must be informed about the frequency bands and transmission power in use to ensure frequencies are distributed evenly and to eliminate interference between systems in operation wherever possible.

Each Exhibitor must declare the electromagnetic legislation (ETSI EN xxxx) to which the equipment that will be turned on and used in his or her booth complies, in order not to generate destructive interference of the Wi-Fi signal and internal radio communications.

The Wi-Fi system of Messe Wien complies with the DFS standard (normative references ETSI EN 301 893 V 1.3.1 (2005-08) Broadband Radio Access Networks (BRAN); 5 GHz high performance RLAN; Harmonised EN covering essential requirements of article 3.2 of the R&TTE Directive) in terms of response to any radar signals. Therefore, the exhibitors must pay attention to radiation in the 5 GHz band generated by equipment in their possession.

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

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

7.3 Food and drink

Gerstner Exhibition & Congress Catering is the company exclusively responsible for catering services within Messe Wien, providing an extensive and diverse range of products, services, and menus.

Gerstner stands out as a leading provider of high-end catering services and proudly holds certification from the Austrian Ecolabel. This accreditation serves as a testament to the company's dedication to environmental awareness and social responsibility. By adhering to planetary boundaries and prioritizing the well-being of participants and staff, Gerstner exemplifies a commitment to excellence that extends into the future, ensuring a sustainable legacy for generations to come. Gerstner can organize personal and private catering services for you, including breakfast, coffee breaks, and lunches, either within the meeting halls or in the exhibition spaces themselves.

Gerstner can also provide the simple supply of food and drink, as well as assistance with coffee machines or water



dispensers.

If you require catering services for your meeting room, please contact Gerstner at ecc@gerstner.at

Exhibitors can place their orders directly through [Gerstner Exhibition & Congress Catering](#). If you encounter any issues with the online booking process or have specific requests, please feel free to contact Mrs. Tamara Nikolic at nikolic@gerstner.at

During the steps of set-up and dismantling no type of permanent catering service is provided, which can be activated under different operating modes, based on the needs of the client. The introduction of alcoholic beverages is not allowed within Messe Wien.

7.4 Cleaning

Cleaning services throughout the event areas of the venue are conducted by an authorised contractual partner and are to be ordered via Messe Wien at the expense of the organiser. Each exhibitor must organise booth cleaning. Cleaning procedures must be completed prior to trade fair and event opening times. If there is a justified reason to doubt a booth has been suitably cleaned, the organiser shall be entitled to order cleaning to be carried out by a cleaning company of the organiser's choice, at the expense of the exhibitor. The required booth cleaning service can be booked via the OBS.

Liquids, substances, and any other cleaning agents required to clean the booth and/or exhibits must be used safely and correctly in compliance with the relevant regulations on the prevention of hazards and in regard to avoiding environmentally damaging effects. When cleaning agents are used at the venue, it is important to ensure they do not damage the surface seal of the floors, or destroy the floors themselves. Leftovers of used cleaning agents, including residues on used cloths, brushes, and sponges etc., must be treated appropriately and disposed of as hazardous waste.

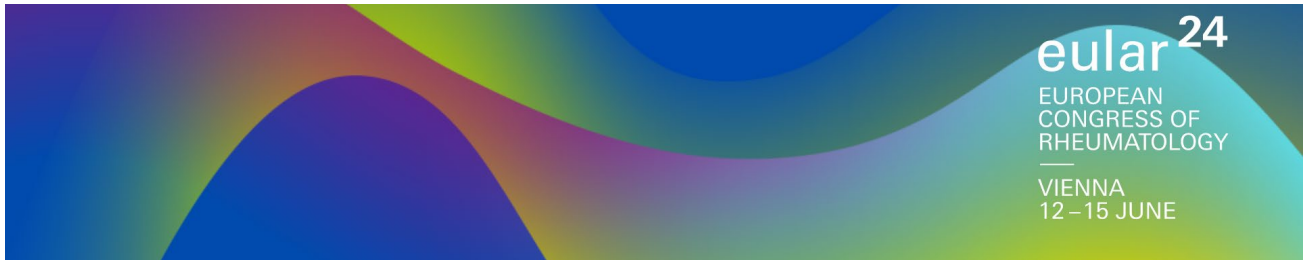
Cleaning of exhibition stands - including vacuuming before the start of the exhibition, emptying of waste bins, and removal of waste bags every day - is included as a service at extra cost in the OBS system for booking. Exhibitors are kindly asked to place full bags of refuse in the corridors for removal at the end of each day. Any materials left behind by exhibitors/customers will be treated as waste and disposed of at the exhibitor's expense regardless of their value. Daily cleaning of your booth can be ordered via the OBS System.

8 TRANSPORT AND LOGISTICS

Merkur Expo Logistics has been appointed as the official forwarder, customs clearance agent and handling agent for EULAR 2024. For safety and time reasons no other contractor will be permitted to operate the loading and moving of goods into the venue.

The range of services provided by Merkur Expo Logistics include:

- Transport, national and/or international
- Temporary or permanent customs clearances



- Coordination of deliveries, delivery time-slot management
- Unloading, delivery to exhibition-stands, fork-lifting
- 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

These shipping instructions will assist your preparation for the correct and timely dispatch of exhibition materials to Vienna. Please follow the instructions closely.

Consigning of Shipments and Deadline Dates

Road Freight

Full-Load Trucks / Part-Load Trucks

Scheduled Unloading / Reloading

Due to limited space at the venue and the tight schedule all unloading operations will be operated by Merkur Expo only. Trucks must leave the unloading area immediately after unloading is finished.

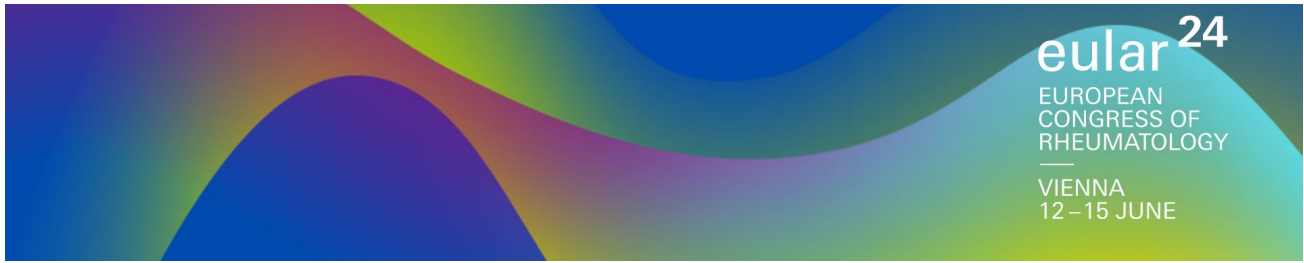
All vehicles must arrive at a predetermined time for unloading. Please request your preferred unloading time-slots by sending the “Freight & Loading Form” to Merkur Expo by Wednesday, 19 May 2024. You may also use this form to request freight services from Merkur Expo.

Unloading time-slots will be assigned until Tuesday, 30 May 2024. Please dispatch your trucks to arrive according to the predetermined time of arrival.

Delivery address

Merkur Expo Logistics GmbH
c/o EULAR 2024
Messe Wien
Trabrennstr. 5
A – 1020 Wien
c/o Name of Exhibitor / Stand number

Trucks arriving after the loading time will have to wait until the next free time-slot is available. It is possible that waiting



time may occur for which Merkur cannot be held responsible.

Groupage / Courier Shipments

All exhibition materials / shipments excluding full loads of stand-materials must make use of the advance receiving warehouse. Please do not send any shipments direct to the venue as acceptance cannot be guaranteed.

International shipments will be accepted by the advance receiving warehouse until 30 May 2024.

Please consign your shipment to:

Merkur Expo Logistics GmbH

Im Steinigen Graben 7

D - 63571 Gelnhausen

C/O EULAR 2024

Exhibitor: _____ Booth No.: _____

Airfreight

Airport of arrival: Frankfurt (FRA)

Arrival Deadline: 27 May 2024

Oceanfreight

On request

Consigning Address for AWB (this is not a delivery address):

Merkur Expo Logistics GmbH

c/o EULAR 2024

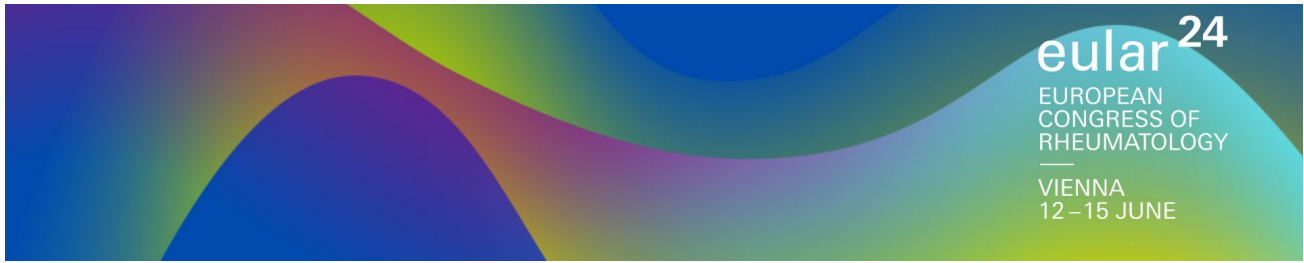
Rheinstrasse 2

65760 Eschborn

Customs Clearance (applicable for NON-EU-countries only)

Temporary entries (goods returning to origin after the show):

- Carnet ATA for temporary imports
- Packing list



Please use Carnet ATA only. All exhibition materials / materials entered under temporary importation are subject to control and examination by Austrian customs for Inward and Outward movements. Goods under temporary bond cannot be sold during the show. Any sale operation must be reported to German Customs Authorities, otherwise heavy penalties may incur. Please contact us if you intend to sell any temporary goods.

Permanent entries (goods to be consumed during the show):

We can clear any consumable materials such as brochures, giveaways and other promotional materials.

- 3 Originals of Proforma Invoice / packing List in English, showing: No. of units / weights / sizes / total no. of boxes / values / full description of items in English, including serial number, model and customs code nr. (Brussels Nomenclature)
- Please issue separate Invoices and separate packing for Temporary Importation (Exhibits) and Permanent Importation (Consumables & advertising material).

Proforma-Invoices must be addressed to :

Merkur Expo Logistics GmbH
Rheinstraße 2
65760 Eschborn

- Certificate of Origin (Form A / EUR.1) if applicable

You may use the attached template. Temporary & permanent material must be packed separately, in different boxes.

Restricted products:

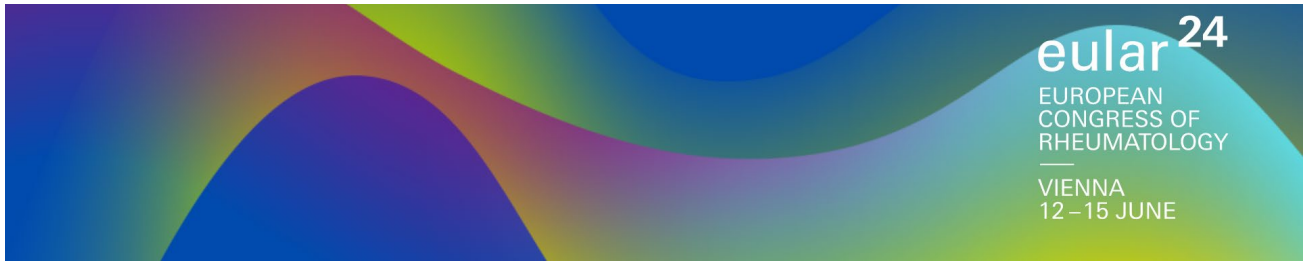
The following products are restricted and need special requirements and health certificates:

- Pharmaceutical products
- Any kind of food or beverages

If you are planning to ship food from a non-EU country please contact us at least four weeks prior to the start of the event.

Labelling (Bag Inserts / Stand Material)

All shipments to our advance receiving warehouse must be marked with an appropriate label, which you can find attached to this manual. Please do not use any other labels than the attached.



Shipping Advice

All shipments to the EULAR 2024 need to be pre-advised. Please send us all relevant shipping-details (carrier, AWB-No) as soon as available.

Storage

Empties

Empty boxes and packing materials will be collected and safely stored during the show. All boxes should be strong enough to be unpacked and reused after the event. Empties will be stored outside the congress centre and will not be accessible after collection. Merkur Expo Logistics cannot be held responsible for any materials damaged or lost inside the empties.

Accessible Storage

If you require accessible storage of promotional materials please let us know seven days prior to the start of the congress. Small quantities of storage materials can be handed to our on-site staff.

Insurance

We strongly recommend that all exhibitors arrange insurance coverage to include transit to and from the exhibition, during display and while in storage. Please note that Merkur Expo Logistics do not automatically insure unless asked to do so in writing. Please note that it is the exhibitors' responsibility to ensure that if goods are left on the stand, adequate measures are taken to ensure the security of such items. Merkur Expo will not be liable for any losses, theft or pilferage.

Basic Conditions of Contract

All services will be billed according to the official EULAR 2024 Forwarding & Handling Tariff.

All work undertaken is subject to the German forwarders terms and conditions, CMR, newest edition, ADSp trading terms and conditions latest edition and the Merkur Expo liability policy, in conjunction with the conditions and rates for trade fair transportation.

The liability of Merkur Expo ceases with delivery and commences with collection of freight at the exhibition stand. It is the exhibitors responsibility to ensure the security of any materials until collected from the stand by Merkur Expo.

No unauthorised credit will be accepted. Our invoices will be due immediately after issuance without any further notice.

Customers not known to us or with whom we have not agreed any terms of payment, will be asked to pay our expenses before the event starts or on-site during the event and before return shipping of their exhibition materials.



Contact Details:

For all international exhibitors or suppliers:

Merkur Expo Logistics GmbH

Mr. Bernd Blum

+49-6173 966 9511

Email: Bernd.Blum@Merkur-expo.com

Supporting Document:

[ORDER FORM](#)

[SHIPPING LABEL ADVANCED WAREHOUSE](#)

[SHIPPING RATES](#)

Access to loading area:

Access to the loading area via Tor1 / Trabrennstraße

https://www.messecongress.at/wp-content/uploads/hallenplan_wien.pdf

All loading doors are on the ground level with direct access to the exhibition halls.

Please note there is a strict time limit of 3 hours for loading and unloading (via ticket system).

If the 3 hours are exceeded a fine of €100 will have to be paid at the register machine located at the gate.

As soon as loading/unloading is finished, vehicles must leave the loading area.

We cannot provide any parking space for trucks on the premises.

Truck parking

As we do not have any parking space for trucks on the premises, the ASFINAG provides a live app 'Unterwegs' to keep updated regarding available truck parking spaces – the app can be found via this link:

http://www.asfinag.at/stat/microsite_app/microsite_app.html

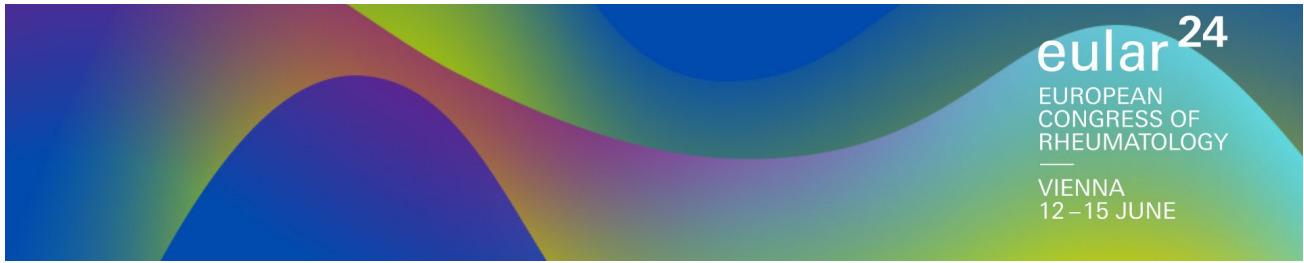
Traffic restrictions in Austria

Weekends:

Saturdays from 15.00 to 24.00

Sundays and Holidays from 00.00 to 22.00

Applies to: trucks without trailers and trailer trucks over 7.5 t permitted gross weight as well as trailer trucks when the permitted gross weight of the truck or the trailer is more than 3.5 t.



Covers the entire road network.

Nights:

Time: daily from 22.00 to 05.00

Applies to: trucks with over 7.5 t permitted gross weight

Covers the entire road network.

9 OTHER INFORMATION

9.1 Getting to / from the congress venue

Transfer from/ to Vienna city centre

Metro / U-Bahn

The Vienna Metro/ U-Bahn is one of the two rapid transit systems in the city of Vienna. Five lines and a total of 98 Metro/U-Bahn stations serve the capital of Austria.

The centre of Vienna (e.g. Stephansplatz / Volkstheater) is just a few minutes away via metro (approx. 20 min).

U2 (Purple Line): this Metro line runs from Seestadt to Karlsplatz. The Metro/ U-Bahn station “Krieau” is right opposite from the main entrance (Foyer D) from Messe Wien.

More information at [City of Vienna – Vienna Public Transport](#).

By taxi:

A taxi from/to Messe Wien to the city centre will take 15/ 20 minutes depending on traffic (approx. rate 20 EUR).

Transfer from/ to Vienna airport

The city of Vienna has one international airport, which offers a wide variety of international flights every day.

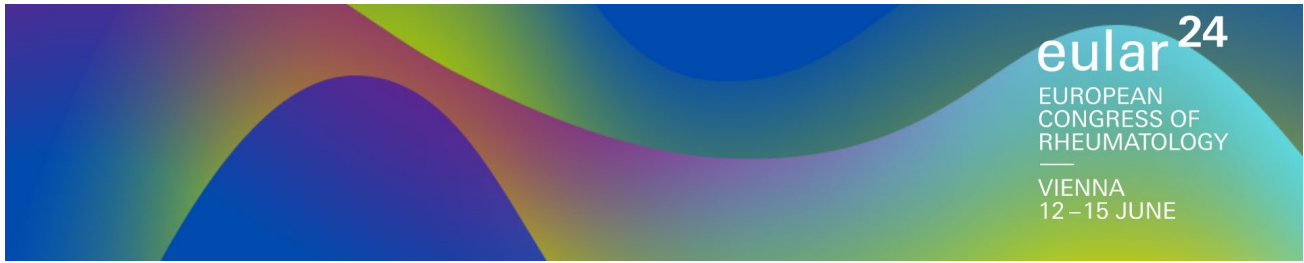
By taxi:

Messe Wien – Vienna International Airport: between 20 and 40 minutes in a taxi, depending on the traffic (approx. rate 50/60 EUR).

By public transport:

Messe Wien – Vienna International Airport: from Krieau station to Praterstern (U2 – Purple Line), direction to Karlsplatz, and switch in Praterstern to Bahnhof Flughafen Wien (REX 7).

City Centre – Vienna International Airport: from Stephansplatz station to Landstrasse (U3 – Orange Line), direction Simmering, and switch in Landstrasse to Bahnhof Flughafen Wien with the City Airport Train (CAT).



Transfer from/ to Vienna Central Station (Wien Hauptbahnhof)

The main train station offers numerous night train rides to various major cities across Europe.

By taxi:

Vienna International Airport: between 20 and 40 minutes in a taxi, depending on the traffic (approx. rate 50/ 60 EUR).

By transport:

Messe Wien to Vienna Centrale Train Station: from Krieau station to Praterstern (U2 – Purple Line) in direction to Karlsplatz and switch in Praterstern to Vienna Centrale (REX 1 or S1/ S2/ S3).