



STAND SERVICES - ONLINE ORDERS

Deadline for orders: 4 August 2023

<https://forms.media.co.at/ESM023>

CONDITIONS OF PAYMENT AND FOR ORDERS

Conditions of payment

Prices are net – the tax liability lies with the benefit recipient. For Austrian companies: + 20% VAT.

On receipt of the invoice, the exhibitor shall transfer the total sum to:

Beneficiary:	MAW – Medizinische Ausstellungs- u. Werbegesellschaft Maria Rodler & Co Gesellschaft m.b.H.
Account name:	MAW
Account number:	00256 807 900
Bank name:	UniCredit Bank Austria AG
Bank address:	Rothschildplatz 1, 1020 Vienna, Austria
Bank code:	12000
BIC:	BKAUATWW
IBAN:	AT55 11000 00256 807 900

IMPORTANT NOTE – PLEASE READ CAREFULLY:

- Payment upon receipt of the invoice and without charges for the beneficiary
- Please indicate the invoice number in your transfer
- All services will be invoiced before the congress and invoices must be paid upon receipt
- Deadline for ordering: **4 August 2023**
- A surcharge of 25% will be applied on all rates for orders made after 4 August 2023 until: **4 October 2023** (unless other conditions are stated), exceptions may occur
- Please note that after **4 October 2023** only a limited number of items and services will be available. The surcharge for these services will be 50% this also applies for onsite orders
- On-site orders must be paid in cash or by credit card and are without guarantee and time limit for delivery
- Services ordered can be cancelled free of charge for 14 days after placing the order, if ordered before the deadline. After the deadline a 100% cancellation fee applies, exceptions may occur. If a service already provided is cancelled, a 100% cancellation fee applies
- All outstanding payments must be settled on-site in cash or with credit card – without exceptions
- Place of performance and jurisdiction: Vienna

Conditions for order

Rental items – please note:

With your booking form/contract you ordered **only floor space** – wall separations, stand construction, lettering, furniture, electricity and carpet etc. are **not** included.

Prices for rental items include delivery to and removal from your booth space.

Electrical connections for rented items are NOT included.

All rented items are not insured automatically and must be returned in good condition. Lost or stolen items will be charged to the exhibitor.

Delivery times – please note:

Rental modular booths & Graphics will be finished on **Wednesday, 18 October 2023** in the morning and rental furniture will be delivered throughout the day.

Plants and flowers / AV and IT equipment will be delivered on **Thursday, 19 October 2023** throughout the day. Before that time no delivery can be guaranteed. Any additional onsite orders are without guarantee and time limit for delivery.

Electricity, water & internet (fixed line) will be installed before the start of set-up.

Separation walls towards neighboring stands are obligatory. The outside walls facing the neighbors must be finished and white (see also stand building regulations).

Flooring:

Carpet or flooring is mandatory as the floor must be covered. If you use your own carpet or flooring, a written credible fire-proof certificate must be presented to the exhibition management (please also see stand building regulations).

IMPORTANT NOTE:

Please only use double-sided adhesive tapes that can be removed without residues! In case of residues, the exhibitor will be charged for removal.

Service positions for electricity, internet, water and phone:

Please submit a dimensional drawing showing the main position of all ordered services until at the latest **4 August 2023**.

Electricity, internet, water and phone orders without an accompanying layout of the desired location, will be installed by the venue based on their criteria. If onsite the stand-builder indicates they prefer an alternate location, assuming that said change in location can be executed without disturbing other stands, the stand-builder will be charged a Movement Charge of EUR 137 per service.

Exceptions to this rule are rental shell scheme booths ordered through MAW.

Should no layout be received for this type of booths, the connections will be automatically placed in the corner (for corner booths) or the right corner (for row booths).

STAND SERVICES – IMPORTANT INFORMATION

Cleaning/Stand cleaning

The preliminary cleaning after set-up and daily cleaning incl. emptying of trash cans on the booth area are **not** included in the space rental fee and need to be ordered via the online order site. The following options are available:

Deep cleaning

Cleaning performed in the night before the opening of the event (19 October 2023).

Includes cleaning of: Panels and glasses, furniture, vacuum of carpet and floor cleaning, showcases.

This service does not include the following: the cleaning of exhibition materials, electrical & electronic elements and special elements that may exist in the stand (for example, vehicles, tires, kitchens, etc.) and removal of construction waste.

Stand cleaning Type A:

Nightly cleaning from 19 October on, including cleaning of the floor of the stand and emptying of wastepaper baskets/trash cans.

This service does not include the following: dusting off furniture, cleaning of exhibitor's material or audio visuals and removal of construction waste.

Stand cleaning Type B:

Nightly cleaning from 19 October on, including cleaning of the floor of the stand and emptying of the waste paper baskets/trash cans as well as three touch-ups during the day. During each touch up the floor of the stand will be cleaned and the wastepaper baskets/trash cans will be emptied.

This service does not include the following: dusting off furniture, cleaning of exhibitor's material or audio visuals and removal of construction waste.

IMPORTANT NOTE:

Washing/Mopping the floor is **ONLY** a superficial cleaning of the floor with a wet mop. Rubber stains (e.g. black lines from shoes on white tiles) cannot be eliminated this way.

If you need to remove such stains from the floor you will need to book a customized cleaning – this will be charged after the conference per hour that was actually needed to clean the floor.

In case you need any additional cleaning services please contact the exhibition management for an offer via e-mail at esmo2023.exhibition@media.co.at

Waste management / Waste disposal

The exhibitor must remove all waste (e.g. wooden panels, floor elements, carpet rolls, packaging materials, plastic etc.) of the booth after set-up AND after dismantling! The booth area will remain clean and clear of any waste left behind after set-up as well as after dismantling. Waste disposal / waste containers can either be ordered with the appropriate online order form or the waste can be taken off the venue by the exhibitor/contractor.

Otherwise, removal and cleaning costs will be charged automatically to the exhibitor (= the contract partner) after dismantling. Please advise your stand builder accordingly!

Remember that batteries, oils, light bulbs, paint, solvents and, in general, any toxic or chemical product must be duly recycled. The contracted surface must be completely clean at the end of the dismantling period, which includes removing the adhesive carpet tape and any other material.

If there is still remaining waste once this period has finished, the stand exhibitors will be charged the cost of cleaning and waste removal to restore the conditions of the contracted space and lose all rights to claim damages or loss of said materials.

General information waste management:

The fire prevention policy prohibits the accumulation of waste in the stands and their storage areas, as well as in the corridors and common areas.

Waste must be removed at the latest at the end of each day. The bins can be ordered via the online order forms and can be located inside the exhibition hall, next to your stand or in your construction space. The bin will be labelled with a sign showing your company name and booth number. IFEMA MADRID and MAW accept no liability for bins filled by other builders. The bin will be removed in any of the following cases:

- At the request of the builder, contacting the exhibition management
- By the waste patrol if the bin is full

All waste must be segregated and if there are different types, a container must be hired for each waste type:

- Paper-Cardboard
- Plastic
- Textile
- Wood
- Others (e.g. organic, glass, etc.)

In the event that the container does not contain the waste for which it has been requested, it will not be removed until its contents conform.



Set-up hours extension

It will **not** be possible to book extra set-up days in addition to the scheduled ones.

Additional set-up hours on the scheduled set-up days are only possible at extra costs upon request and cannot be guaranteed.

Please submit your request by **25 August 2023** at the latest via e-mail to esmo2023.exhibition@media.co.at.

IMPORTANT NOTE:

In case overtime during set-up has been requested and approved, it is only allowed to work within the exhibition halls.

No loading or unloading is allowed after 21:00.

Please note that on **Thursday, 19 October 2023** crates must be removed at the latest by 17:00.



Electricity

Please also refer to the IFEMA MADRID regulations for carrying out electrical installations at IFEMA MADRID, see pages 7-12 in this document "STAND SERVICES - ONLINE ORDERS".

Please note that you must order power supply for your booth. Indicate in a dimensional drawing (use the form layout fittings) the required position(s) of your main electrical connection point(s) and submit it per e-mail to esmo2023.exhibition@media.co.at by **4 August 2023**.

Service position layout change:

A surcharge will be raised for service positions/layouts changes that occur on-site, after the service was already put in place. **Assuming that said change in location can be executed the cost for the position change will be EUR 137.**

Time schedule for electricity:

The ordered **electrical connections will be working once the electrical installation of the booth has been completed and certified by the venue inspectors; exhibitors are responsible for ordering the certification of their electrical installations as an additional booth service.**

IMPORTANT NOTE:

A limited number of provisional electrical panels will be distributed throughout exhibition areas to provide electrical supply during the setup period.

When ordering your electrical panel please note:

Calculate your real power needs (maximum electric capacity /watts of all devices used).

- One main electrical supply will be laid on your booth area. All internal wiring must be carried out by the exhibitor's staff and they also need to bring the necessary material themselves
- Electricity is supplied from the floor service ducts
- Don't forget to bring your own converters and adapters, if needed
- Neither MAW Exhibition Management nor IFEMA MADRID are responsible for any losses or damage which may occur from interruptions, defects or breakdowns in energy supplies

IMPORTANT NOTE:

- Under no circumstances machines will be connected for the exhibitor. Likewise, electrical outlets will not be provided (cables, extension leads, adaptors, etc.)
- Be careful not to obstruct the electricity distribution boards in any way, as IFEMA MADRID's staff may need to access them throughout the congress
- please note that the main connection point must always stay accessible

If you order an electrical connection over 20kW we recommend to install a raised floor of at least 5cm to hide the internal wiring and cabling.

Connection periods:

Power will be supplied 24h. However please help saving energy by always switching off lights and equipment that do not require 24h power upon leaving the booth after exhibition closing!

Rules governing electrical installations

Introduction

IFEMA MADRID is, by law, a public place, and its electrical installations have been duly validated. This document seeks to provide the guidelines for the validation of the temporary electrical installations set-up at the exhibition centre for different types of events, such as: congresses, shareholder meetings, product roll-outs, etc.

General matters

All installations must comply with the Low Voltage Electrical Regulations (Royal Decree 842/2002, of 2 August), Complementary Technical Instructions and any other internal provisions established by the General Directorate for Industry, Energy and Mines of the Madrid Regional Government.

All electrical installations at the Fair Venue must be submitted for approval to IFEMA MADRID Technical Department.

To this end, the **Electrical Inspection Sheet**, which can be obtained from the inspection company offices at the fair venue, must be sent to the IFEMA MADRID Electrical Inspection Service, duly completed and stamped by an authorised installation company.

- **Events of all kinds**

In this case and pursuant to Section 3 of the ITC-BT-04, since the acts to be held are temporary in premises or open locations, the presentation of the Technical Design Report will be requested. (MTD) will be requested, with the data specified in ITC-BT-04 Section 2.2, as well as in the Regional Minister for Economy and Technological Innovation's Order 9344/2003, of 1 October, provided the total power requested is less than or equal to 50kW. Before the commissioning of the installation, the authorised installer shall submit the Installation Certificate accompanied by the Technical Design Report to an accredited Industrial Inspection and Control Body. Once the copies of the Installation Certificate have been examined, one of them must be submitted to IFEMA MADRID's Technical Department so that the definitive supply of electricity to the installation can be connected

- As in the previous section, but where the power of the installation is greater than 50 kW, it shall be accompanied by an installation plan drawn up and signed by a competent qualified technician, who will be directly responsible for its adaptation to the regulatory provisions. Before the final start-up of the installations, the authorised installer shall submit the Installation Certificate to an authorised Industrial Inspection and Control Organisation, accompanied by the corresponding installation plan and the documentation required in the Regional Minister for Economy and Technological Innovation's Order 9344/2003, of 1 October. Once the copies of the Installation Certificate have been examined, one of them must be submitted to IFEMA MADRID's Technical Department so that the definitive supply of electricity to the installation can be connected

Electrical supply

- All the electricity for the stands shall be supplied by IFEMA MADRID at 400 V phase-to-phase and 230 V phase-to-phase and neutral
- It is not the responsibility of IFEMA MADRID to provide supplies that could be required for direct current or for any other condition of stability and continuity different from that of the general supply, these being, in all cases, for account of the installer or the user of the stand and requiring prior authorisation from IFEMA MADRID's Technical Department
- IFEMA MADRID may, at its discretion, limit the power of the supply in situations where it may have a negative impact on other users or for reasons of overload or the safety of its own lines and installations
- Users of stands and installations are obliged to maintain a cos power factor between 0.95 and 1
- As the fair venue's electrical supply depends on the electricity company providing the utility, IFEMA MADRID is not liable for anomalies beyond its control, whether for outages in the supply or quality problems (frequency variations, voltage; variations, temporary peaks and troughs, power cuts, harmonic flickers etc.)
- In cases where electricity-powered equipment requires certain precautions or timers or if it is sensitive to possible power outages, the installers of the equipment are advised to take measures to avoid this risk in the case of power outage, such as uninterruptible power supply (UPS)

Electrical connection

All electrical connections shall be undertaken by the installer of the stand, under the supervision of IFEMA MADRID's Technical Department. This shall be done from the distribution point established by IFEMA MADRID for optimal use of the network and shall consist of a power socket manufactured by MARECHAL, with the following characteristics:

- Supply up to 32 A: "DS" type connector 380/400 V-50 Hz 3P+N+T
- Supply up to 63 A: "DS" type connector 380/400 V-50 Hz 3P+N+T

For consumption in excess of 63 A, the stand board must be connected directly to IFEMA MADRID's electrical supply. These sockets must be contained within the distribution ducts/channels of the halls and be fully accessible for inspection so that possible incidents can be resolved.

Electrical distribution of installations and/or stands

Protection measures for guaranteeing safety:

The installer will place an electrical control panel or board as close as possible to the supply entrance point with at least:

- General all-pole circuit breaker (including neutral breaker) and gauge, according to the supply line. This circuit breaker can be two-pole when the rating is not greater than 25 A
 - A residual current device of 30 mA of sensitivity and with a rating not less than that of the general circuit breaker.
- Receiver devices with consumption greater than 16A must be individually protected at the board. Electrical boards must have closed housings that cannot be opened without a tool or a key, except for their manual switches. If they are triggered from the inside, they must offer protection from possible direct contact. The degree of protection of such housings shall be IP4X for interior and IP45 for exterior. They must be fixed to a structural element of the stand and cannot be placed at floor level. The board and its features must be maintained in optimum condition

Electric cables

For electrical installations in the interior of facilities and/or stands assembled inside the halls, the cable to be used shall be of an assigned minimum voltage of 300/500 V according to standards UNE 21027 or UNE 21031, suitable for mobile services, ducted via tube or channels according to ITC-BT 20 and 21, and with a degree of protection IP4X according to UNE 20.324, or assigned voltage 450/750V with polychloroprene or similar casings, according to UNE 21.027 or UNE 21.150, suitable for mobile services, or flexible cable of 450/750V (H07ZZ-F), according to standard UNE 21027-13. In the latter two cases, they do not need to be installed inside tubing, although they must not be accessible to the public. All the electric cabling shall fulfil the minimum CPR Cca - s1b, d1, a1 class, which shall be justified by submitting the corresponding Declaration of Provisions (DoP) with the CE marking. Joints and splices shall be made by means of terminals located inside junction boxes.

The flexible connections of the equipment shall not exceed two metres in length, using cable that is appropriate to the working conditions.

All cabling that is going to be subjected to mechanical stress must be reinforced or be installed within a protective sheath.

Bases and sockets

Bases for sockets must be of a safety type with earthing. Power points installed in the floor shall be adequately waterproofed and have a IK10 degree of impact protection. They must be installed at a distance of at least 1 metre from any water outlet.

One single flex cable must be connected to the socket. Multi-way adapters may not be used. Multiple bases must not be used, except for the mobile multiple bases which will be powered from a fixed base with a cable no longer than 2 metres.

Installation of illuminated signs

The installation of illuminated signs which need a special voltage shall require prior authorisation by IFEMA MADRID Technical Department and must meet the following conditions:

- There shall be individual magneto-thermal protection for each boost transformer installed
- If the bottom of the sign is less than 2.5 m from the ground, the sign shall be enclosed in a casing having suitable dielectric properties
- Signs of a greater height shall not have any uninsulated electrically charged parts
- The provisions of standard UNE-EN 50.107 shall apply to illuminated signs and installations powered by rated output voltages (no load) of between 1 and 10 kilowatts

Rules for using the installation

No modification may be made to the electrical installation of the stand or installation once its connection to the network has been authorised, merely connecting receivers to the sockets or connection points allocated by the authorised installer for that purpose. Multi-way adapters cannot be used.

Each one of the stand's receivers shall be individually and directly connected to the corresponding connection points installed beforehand by the installer for that purpose.

Under no circumstances will it be allowed to recharge batteries or accumulators of any type inside the venue.

They may only be allowed in stands with the prior knowledge and authorisation of IFEMA MADRID's Technical Department.

The Organiser, Exhibitor and/or their contractors and/or subcontractors shall be liable for any damage caused by modifications to or improper use of the electrical installation.

Electricity – Calculation samples and guidance for your order

The minimum order for an electricity connection includes 0,13 kW electrical capacity/rated power per sqm and is obligatory! It is bookable in conformity with your total floor space.

Additionally required power capacity and additional main connections must be ordered separately. The minimum/total order for electricity capacity can be divided among several main connections.

To complete your order, you have to order the connection, switchboard & certificate corresponding to the minimum electricity capacity or needed electricity capacity.

If you are planning to bring your own switchboard, you must order a pin and general switch AND a certificate of installation corresponding to the minimum electricity capacity or needed electricity capacity.

Please note that this option is only possible with prior approval and as an exception, because generally exhibitors are not allowed to bring their own switchboards.

Costs:

1.	0,13 kW per sqm minimum electrical capacity (rated power)	EUR 8 per sqm
1.1	kW additional power	EUR 58 per kW
2.	1 connection, switchboard, certificate for up to 3 kW	EUR 87
	1 connection, switchboard, certificate for up to 5 kW	EUR 189
	1 connection, switchboard, certificate for up to 9 kW	EUR 272
	1 connection, switchboard, certificate for up to 18 kW	EUR 378
	1 connection, switchboard, certificate for up to 35 kW	EUR 850
3.	Pin and general switch for up to 9kW	EUR 56
	Pin and general switch for up to 18kW	EUR 82
	Pin and general switch for up to 35kW	EUR 187
4.	additional main connection	EUR 155 per add. main conn.
5.	Certificate of installation up to 3kW	EUR 32
	Certificate of installation up to 5kW	EUR 61
	Certificate of installation up to 9kW	EUR 72
	Certificate if installation up to 18kw	EUR 93
	Certificate of installation up to 35kW	EUR 110
	Certificate of installation up to 80kW	EUR 131

It is obligatory to order connection, switchboard & certificate in addition to points 1. / 1.1, according to the ordered total power needs per main connection.

Electricity – Calculation samples:**Ex 1) Stand with 9 sqm floor space - total power capacity need 3 kW, with one main connection:**

Minimum capacity is 0,13 kW/sqm (EUR 8) → 1,17 kW	EUR 72
1 Switchboard, 1 connection & certificate up to 3 kW	EUR 87
1,9kW additional power / EUR 58	EUR 110.20
TOTAL COSTS:	EUR 269.20

Ex 2) Stand with 9 sqm floor space - total power capacity need 3 kW, with one main connection AND own Switchboard:

Minimum capacity is 0,13 kW/sqm (EUR 8) → 1,17 kW	EUR 72
Pin and general switch for up to 9kW	EUR 56
Certificate of installation up to 3kW	EUR 32
1,9 kW additional power / EUR 58	EUR 110.20
TOTAL COSTS:	EUR 270.20

Ex 3) Stand with 9 sqm floor space - total power capacity need 3 kW, with one main connection AND own Switchboard – with spanish fuseboard (which has the needed certificate):

Minimum capacity is 0,13 kW/sqm (EUR 8) → 1,17 kW	EUR 72
1,9 kW additional power / EUR 58	EUR 110.20
TOTAL COSTS:	EUR 182.20

Ex 4) Stand with 100 sqm floor space – total power need 20 kW, but 2 connections needed – one with 5 kW and one with 15 kW:

Minimum capacity is 0,13 kW/sqm (EUR 8) → 13 kW	EUR 800
7 kW additional power / EUR 58 per kW	EUR 406
Additional main connection	EUR 155
1 Switchboard, 1 connection & certificate up to 5 kW	EUR 189
1 Switchboard, 1 connection & certificate up to 18 kW	EUR 378
TOTAL COSTS:	EUR 1,928

Ex 5) Stand with 100 sqm floor space – total power need 20 kW, but 2 connections needed – one with 5 kW and one with 15 kW AND own 2 Switchboards:

Minimum capacity is 0,13 kW/sqm (EUR 8) → 13 kW	EUR 800
Pin and general switch for up to 9kW	EUR 56
Pin and general switch for up to 18kW	EUR 82
7 kW additional power / EUR 58 per kW	EUR 406
Additional main connection	EUR 155
Certificate of installation up to 5kW	EUR 61
Certificate of installation up to 18kW	EUR 93
TOTAL COSTS:	EUR 1,653

Ex 6) Stand with 100 sqm floor space – total power need 20 kW, but 2 connections needed – one with 5 kW and one with 15 kW AND own 2 Switchboards - with spanish fuseboard (which has the needed certificate):

Minimum capacity is 0,13 kW/sqm (EUR 8) → 13 kW	EUR 800
7 kW additional power / EUR 58per kW	EUR 406
Main connection	EUR 155
TOTAL COSTS:	EUR 1,361

Ex 7) Stand with 12 sqm floor space - minimum capacity sufficient:

Minimum capacity is 0,13 kW/sqm (EUR 8) → 1,56 kW	EUR 96
1 Switchboard, 1 connection & certificate up to 3 kW	EUR 87
TOTAL COSTS:	EUR 183

Ex 8) Stand with 12 sqm floor space – total power need 5 kW, with one main connection:

Minimum capacity is 0,13kW/sqm (EUR 8) → 1,56 kW	EUR 96
3,5 kW additional power / EUR 58	EUR 203
1 Switchboard, 1 connection & certificate up to 5 kW	EUR 189
TOTAL COSTS:	EUR 488

Ex 9) Stand with 12 sqm floor space – total power need 5 kW, with one main connection AND own Switchboard:

Minimum capacity is 0,13kW/sqm (EUR 8) → 1,56 kW	EUR 96
Pin and general switch for up to 9kW	EUR 56
3,5 kW additional power / EUR 58	EUR 203
Certificate of installation up to 5kW	EUR 61
TOTAL COSTS:	EUR 416

Ex 10) Stand with 12 sqm floor space – total power need 5 kW, with one main connection AND own Switchboard – with spanish fuseboard (which has the needed certificate):

Minimum capacity is 0,13kW/sqm (EUR 8) → 1,56 kW	EUR 96
3,5 kW additional power / EUR 58	EUR 203
TOTAL COSTS:	EUR 299

Water connection and drainage

If a water connection is needed, please order "water and drainage" via the online forms.

In case you order the item "water and drainage plus connection", the connection includes a hose of up to 2 metre length. For longer lengths please contact us via esmo2023.exhibition@media.co.at as you will need to order more units of the article "Water connection", available on demand.

Water outlets are provided with a screw socket (1,2" female thread). Inner diameter 1,25 cm. Supply 25 liters minimum approximately. Generic pressure 6 to 6,5 bar.

Drainage outlets are provided with a screw socket (1,5" female thread). inner diameter 3,75 cm.

This service will be supplied inside the channel/duct in the nearest point to the location requested by the Exhibitor. When ordering a water connection, we highly recommend a platform with at least 10cm height to cover the pipes. If installing a wooden floor or other type of raised or technical floor on the stand area which conceals access to the channels/ducts, an access point must be provided for access to the outlets in the case of problems with the connections.

Exhibitors who require water must contract their installation through MAW.

Connections to the IFEMA MADRID network must always be carried out under the supervision of personnel from IFEMA MADRID's Technical Department.

Please submit a dimensional drawing with the exact position(s) of the requested water connection(s) with your online order (use the form layout fittings) and send it via e-mail to esmo2023.exhibition@media.co.at by **4 August 2023** at the latest.

Service position layout change:

Assuming that said change in location can be executed, a surcharge will be raised for service positions/layouts changes that occur on-site, after the service was already put in in place. **The cost for the position change will be EUR 137.**



Internet and Wi-Fi connections - General overview

The following options to access the Internet are available for the exhibitors during ESMO 2023:

- **Option 1:** Wi-Fi Private hotspot service
- **Option 2:** Wired Internet access (Internet drop)

Please see all the details for the connectivity products and packages on the online order site: <https://forms.media.co.at/ESMO23>

Wi-Fi Private hotspot service description

This is a turnkey service for exhibitors who need a private Wi-Fi network on their stand. Such a network would be available in and around the stand. The service has fully dedicated bandwidth and equipment.

It consists of the rental of a number of access points configured to meet the customer's needs, as well as the bandwidth required to provide users with the best possible Internet connectivity experience.

We recommend the use of the 5 GHz Wi-Fi band, for which you will need to have receiver devices compatible with this band.

The Wi-Fi network will be encrypted, both the network name (SSID) and the password can be customised to meet the customer's needs.

Wired Internet access (Internet drop) description

The wired Internet connection cable (UTP cable with RJ45 termination) will be installed on one position of the booth area. Please provide a layout fitting form indicating the position of the internet connection via e-mail to esmo2023.exhibition@media.co.at by **4 August 2023** at the latest. The configuration is done automatically. The computer must have a network card that supports 10/100/1000 Base T/TX Ethernet and be configured to use DHCP services, obtaining an IP address automatically. The IP address is private.

In the event the exhibitor needs a public IP address, he/she may contract this additional service and request details of the IP address by contacting the exhibition management via esmo2023.exhibition@media.co.at.

In case an exhibitor would like to connect more than 1 device using wired internet connection, they will have the three following possibilities:

1. Order from IFEMA MADRID a multi-station package with a shared bandwidth within all the drops. (For example: 4 drops sharing 30 Mbps).
2. Order from IFEMA MADRID separate internet drops with a guaranteed bandwidth per each drop (For example: order 4 drops with 30 Mbps guarantee per drop)
3. The exhibitor can bring and install their own switch and cables. In this situation, IFEMA MADRID will only guarantee the service only on the cable associated with the contracted service. (Multi-station package or separate internet drop)

PLEASE NOTE:

Internal cabling within the booth to connect exhibitors' equipment is in the responsibility of the exhibitor.

Wired Internet connections are provided from the technical floor service duct, as with the electricity and water. These service ducts must be accessible at all times.

If you are requesting an Internet access through a cable (Internet drop) please submit a floorplan with the position of where you need the cable(s) to be accessible at your booth. Please submit the floorplan with the position of the requested connection point(s) with the order (use "Layout Fittings") and return the completed form by 04 August 2023.

Service position layout change:

Assuming that said change in location can be executed, a surcharge will be raised for service positions/layouts changes that occur on-site, after the service was already put in in place. **The cost for the position change will be EUR 137.**

IMPORTANT NOTE:

IFEMA MADRID reserves the right to automatically disconnect from the network the exhibitor's equipment with configuration problems, potential virus, or any other security issues that can compromise IFEMA MADRID network integrity.

Please note by default, it is not allowed for exhibitors to setup their own personal Wi-Fi networks in order to avoid Wi-Fi signal disturbances within the exhibition area.

Exceptions can be granted upon a request and IFEMA MADRID technical approval.

If an exhibitor wants to make such request, he will need to complete the following Wi-Fi request form: Authorization request for wi-fi installation on the fairgrounds:

(<https://www.IFEMA MADRID.es/en/forms/wifi-installation-authorisation-application>)

For your information, the ESMO 2023 free public Wi-Fi will be available within the whole venue hosting the ESMO congress. Please note, ESMO public Wi-Fi is a free-of-charge service to the attendees, mostly for emails and web browsing. As a free of charge service, it is provided as a "best effort" service commitment. ESMO is not providing any service guaranty for a company that would be using this free Wi-Fi service to run commercial/promotional activities.

Exhibitors are required to order their own Wi-Fi solution through the online order form if they need to run commercial/promotional activities.

Wi-Fi Policy

IFEMA MADRID is taking a proactive approach to avoid any wireless interference or security issues at their venue in order to provide the most reliable and safe Wi-Fi infrastructure to the exhibitors. All the IT resources at the venue (Wi-Fi, Internet, wired network...) are constantly monitored.

IFEMA MADRID has implemented rules in order to improve the Wi-Fi availability and quality within the exhibition area. It is forbidden to install or operate any device, without the authorization of IFEMA MADRID IT department (IFEMA MADRID IT team), that can propagate Wi-Fi or other wireless signals at 2.4GHz or 5GHz frequency bands, as these would cause interference in the general Wi-Fi service provided at the venue during ESMO 2023. In the interest of everyone, unauthorized wireless networks will be detected and shut down.

All exhibitors must adhere to this Wi-Fi policy. Should an exhibitor need to install Wi-Fi or any wireless signals other than these provided by the venue, a specific request should be directed to IFEMA MADRID IT department via the webform linked below:

[IFEMA MADRID Wi-Fi Installation Authorization Application](#)

Each request will be studied case per case by IFEMA MADRID IT team in charge who will accept or decline the request. If the request is accepted, the details of the rules and configurations will be communicated accordingly.

Recommendations for exhibitors

- Please see all the available connectivity products & packages on the online order site
- If the connectivity is critical for you, we are recommending that you contact the exhibition management in advance, so a tailor-made connectivity solution could be ordered
- Should your devices (mobile phones, laptops, etc.) only connect through Wi-Fi, they need to be compatible with 5GHz frequency band (Wi-Fi standard 802.11a/n/ac). Any device not compatible with 5GHz will not work with any product ordered via the online order form. IFEMA MADRID will not be responsible for any claim on devices not compatible with 5GHz
- IFEMA MADRID has a State-of-the-Art Wi-Fi network available at the venue to offer the best Wi-Fi coverage possible to exhibitors and attendees. The installation or operation of unauthorized Wi-Fi networks causes interference deteriorating Wi-Fi performance to yourself and your neighbor exhibitors and attendees. Please use the Wi-Fi services provided by IFEMA MADRID

IMPORTANT NOTE:

During the event, IFEMA MADRID will have an on-site team who will monitor and keep the venue interference-free as possible by locating and shutting-down unauthorized wireless sources.

IFEMA MADRID reserves the right to shut down exhibitors unauthorized wireless sources, disconnect internet access services and/or apply any further actions considered necessary.

In most cases, an adjustment of the settings of private networks causing issues will solve the problem. Disconnections will only happen after warning the exhibitor first.

Important information - internet safety and liability terms

The exhibition management does not assume any liability for your safety on the internet. You are responsible for your own data security, including for virus-protection. It is moreover your responsibility that no rights of the exhibition management or third parties are violated in the use of wireless communications. In the event of an attack on the function of the network or other attacks, as well as in the event of a violation of rights of the exhibition management or third parties, we reserve the right to disable the respective connection either temporarily or on a permanent basis.

If, during an event, local failures should occur in the hotspot or the Wi-Fi services of IFEMA MADRID or of other participants in the exhibition network, which are due to a faulty or negligent configuration of a customer's hotspot, IFEMA MADRID /the exhibition management is entitled to take the customer hotspot off the network or to arrange for its de-installation.

IFEMA MADRID /the exhibition management hereby explicitly points out that the operation of a customer Wi-Fi network is not allowed unless a written exception is granted and is exclusively at the risk of the exhibitor.

IFEMA MADRID does not provide any guarantee of interference-free reception. The customer indemnifies and holds harmless IFEMA MADRID /the exhibition management from all claims of third parties which are asserted against IFEMA MADRID due to an unlawful use of the customer connection. Infringement may result in claims for damages of the organizer of the affected neighboring exhibitors.

Rental modular booth, furniture, carpet

Rental modular booths and carpet will be completed on **Wednesday, 18 October 2023** in the morning and rental furniture will be delivered throughout the day.

Before that no delivery can be guaranteed. Any additional on-site orders are without guarantee and time limit for delivery.

The BASIC rental modular booth package at ESMO 2023 includes the following items:

- Set-up and dismantling
- white melamine wall panels with visible structure, incl. uprights and frames: height 2,93m, width 1,00m
- high printed fascia board along open stand front(s) (one per 4m length, measurements 193cm x 45cm) with standard lettering, black, max. 20 letters (Corner booths will have lettering on the two open sides)
- Optional at cost: company logo on fascia board – please order it online and submit it per e-mail to esmo2023.exhibition@media.co.at
- needle-felt carpet (fireproof), please choose color online: grey - blue - green - red
- Cleaning Type A (Vacuum cleaning & emptying of bins, foil removal in the night before the opening of the exhibition)
- General lighting with 50w LED spotlights placed on the upper beam, 1 spotlight per 4 sqm
- Electrical installation consisting of a switchboard with electromagnetic differential and 500 W outlet, capable of handling 130 W/m². 1 triple outlet of max 500W included. Electrical capacity of 130 W/m² included (m² x 0,13 = kW included, example: 9m² x 0,13 = 1,17kW maximum rated power output/capacity included for a 9m² booth)

IMPORTANT NOTE:

The included rated power output of approx. 1,5 kW is used for the included outlet (0,5kW) as well as for the included spotlights (0,6kW each). This means **there is no power supply left for any other items on your booth** (laptops, chargers, machines etc). Therefore please calculate your needed power capacity and order extra kW to have enough power on your booth (with the included switchboard you may order up to max 3kW in total). See order category "electricity" on the online order site for ordering of extra kW (EUR 58/kW).

The UPGRADE rental modular booth package at ESMO 2023 includes the following items:

- Set-up and dismantling
- Walls in a Maxima modular structure 3 meters in height. Please note that the depth of the walls is 34 cm
- Wall graphics on printed canvas
- Shell scheme counter 1m x 1m x 0,5m with the front printed in PVC
- Cleaning Type A (Vacuum & emptying of bins, foil removal in the night before the opening of the exhibition)
- needle-felt carpet (fireproof), please choose color online: grey - blue - green - red
- Electrical installation consisting of a switchboard with electromagnetic differential and 500 W outlet, capable of handling 130 W/m². 1 triple outlet of max 500W included. Electrical capacity of 130 W/m² included (m² x 0,13 = kW included, example: 9m² x 0,13 = 1,17kW maximum rated power output/capacity included for a 9m² booth)
- General lighting with 50w LED, electrical panel, and double plugs

For all kinds of rental booths please submit a dimensional drawing with the position of your power connection on the booth (use the form layout fittings). Otherwise it will be automatically installed in a corner of the booth.

- Additional sockets and placements of them at different positions on the booth is not included
- Please bring your own adapters and converters, if needed
- Please order any furniture needed separately through the online order system. Any additional onsite orders are without guarantee and time limit for delivery
- Please always check the definite measures of the wall panels with MAW before producing any graphics if back wall graphics were ordered by your company as the measurements might differ because of the booth types

Logos and graphics - rental modular booth

Company logos:

Please send your company logo for the fascia board via e-mail to MAW at esmo2023.exhibition@media.co.at

Measurements:

Measurements example for a fascia: 1935mm x 450mm (one fascia graphic per open side, another one per every 4m)

Format:

For the artwork use printable vectored graphics (ai, id, ps, pdf,eps), without bleed, scale factor minimum 120 dpi

Wall panel graphics:

Option 1 – print on single wall panels (vinyl print)

Graphics printed directly on the wall panels with visible shell scheme structure.

Measurements:

Visible size per wall panel: 2835mm x 945mm

Please refer to the document “Graphic Guidelines” (available via the online order forms) for further instructions regarding the different sizes, as they change depending on the booth type.

Option 2 – “graphic wall”– print on entire wall element covering the whole wall (pvc printed walls)

Graphic board covering one or more wall panels without visible stand structure. If you want to cover a whole wall (which is recommended with this type of graphic) you must order the exact length or depth of your booth.

Please refer to the document “Graphic Guidelines” (available via the online order forms) for further instructions regarding the different sizes, as they change depending on the booth type.

Graphic Requirements:

Please provide artwork to exact dimensions specified in the document “Graphic Guidelines” via the e-mail address esmo2023.exhibition@media.co.at OR via download links (wetransfer, dropbox or similar).

Artwork Guidelines:

Each graphic must be provided as a separate file.

- Preferred format for artworks is Adobe Illustrator (.ai, .pdf or .eps). Raster images format accepted is .jpg or .tif
- All graphics must be provided in CMYK colors. RGB should be converted to Euroscale Standard CMYK.
- All fonts must be converted to outlines.
- Artwork files should be provided sized to the panel dimensions detailed on each booth/area graphic specifications page, at 100% scale. No crop marks are required.
- All linked images should be embedded.
- All Raster pixel-based images (.jpg, .tif) should be high resolution (150-300 dpi) and 100% scale. This includes linked images in Illustrator.

Other graphic prints only on request.

Audiovisual equipment

All screens are provided with a floor stand.

It is not possible to mount the screens on the walls of the rental modular booths!

Please make sure to order the corresponding electricity supply and sockets required.

The equipment will be delivered on the last construction day or on the morning of the opening day.

Screens include:

- Assembly and dismantling (the installation will be carried out the day before the event begins), no further daily technical support
- electrical cable (Schuko)

HDMI or VGA cables are not included and the exhibitor must provide cables or connection elements if needed to connect to their own equipment.

Any images or videos that you want to show on the screens must be in MP4/MPEG4.

For technical specifications of the audiovisual equipment refer to the online order site or contact esmo2023.exhibition@media.co.at



Security service

The venue/exhibition halls will be locked during the night. Exhibitors who need to have their booth placed under a particular supervision should order a stand security guard separately on the online order site.

PLEASE NOTE:

Security can only be ordered for a whole night. Without any guarantee when ordered after the deadline or onsite!

A contact person from the exhibiting company must be present at the start and end times of the ordered security service hours to check and sign off the booth together with the security guard(s).

PLEASE NOTE:

The entire venue including the exhibition halls are accessible from 06:30 – 21:30.

The exhibition halls are considered part of the Congress public space meaning that delegates can access the halls outside the exhibition opening hours. The halls will remain entirely accessible to allow access to the auditoria and the scientific activities, no close-off will be implemented by ESMO. Exhibitors are free to decide to close-off their booths by placing barrier bands, or by ordering dedicated security.

Please make sure that you do not leave valuables on the booth. ESMO/MAW or IFEMA MADRID do not take any responsibility for valuables or material left on the booth.

The fact that a security service is provided does not mean that the items under protection are insured.



Booth Hostess/Host

Hostess with 1 additional language: speak(s) SPANISH and ENGLISH

Hostess with 2 additional languages: speak(s) SPANISH and ENGLISH and one additional language to choose: German/Italian/French/Portuguese/ Arabic/ Russian/Chinese.

Please state the additional language in the comment section when ordering this service.

PLEASE NOTE:

- The standard uniform is a dark blue jacket and a dark blue skirt/trousers with a white top for the hostesses and a dark blue suit for the hosts (other uniform on request and upon agreement)
- Hostesses are only allowed to work on the booth or in a business room, but not in any other areas
- No photos, names or phone numbers of hostesses will be supplied in advance
- Minimum order: 4 hours, maximum hours per day 9 hours including 1 hour lunch break (after 6 hours)
- Lunch-breaks (1 hour) and waiting time cannot be deducted
- Exhibitor Badges for hostesses are included and will be provided on-site at the exhibitor registration desk
- Please do not order hostesses for booth cleaning or carrying of heavy boxes. For this kind of work please order workers

Availabilities of hostesses are without any guarantee when ordered after the deadline!

IMPORTANT NOTE:

If already ordered and confirmed hostess services are reduced or cancelled after 4 August 2023, 100% cancellation fee will apply.

Rental flowers and plants

Plants and flowers will be delivered on Thursday, October 19 throughout the day. Damaged or lost vases will be charged to the exhibitor.

