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5<sup>TH</sup> CONGRESS OF EUROPEAN

# ORL-HNS

BRUSSELS, JUNE 29 – JULY 3, 2019

**EXHIBITOR MANUAL**

November

**Please read this manual carefully and share it with the necessary colleagues and agencies involved in the organization of your CEORL-HNS 2019 activities**



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## 1.) KEY DATES & DEADLINES

<b>13 January 2019</b>	Abstract	Closing poster abstract submission
<b>1 March 2019</b>	Symposium	Submission deadline for final satellite symposia program Submission deadline for bag insert Submission deadline for advertisement in final program
<b>6 March 2019</b>	Registration	Closing early fee registration for delegates
<b>19 April 20189</b>	Exhibition	Deadline submission of stand plan/ stand construction declaration
<b>28 May 2019</b>	Registration	Closing standard registration fee for delegates
<b>30 Mai 2019</b>	Exhibition / Registration	Deadline receipt of exhibitor registrations
<b>From 29 May 2019</b>	Registration	Late/Onsite registration fee
<b>June 13 2019</b>	Exhibition	Deadline for requesting an unloading slot for trucks
<b>June 21,2019</b>	Exhibition	Latest arrival deadline for deliveries
<b>20 June 2019</b>	Exhibition	Deadline for requesting access badges for built up/break down
<b>28 – 29 June</b>	Exhibition	Exhibition Built Up
<b>29 June – 3 July 2019</b>		5 <sup>th</sup> Congress of European ORL-HNS

***For detailed information and most recent updates regularly check the [CEORL-HNS website](#)***

## 2.) IMPORTANT CONTACT DETAILS

### Head of Industry

#### Mondial Congress & Events

Operngasse 20b  
A-1040 Vienna

Carola Precht

T +43 1 588 04 -172  
[precht@mondial-congress.com](mailto:precht@mondial-congress.com)

### Head of Exhibition

#### Mondial Congress & Events

Operngasse 20b  
A-1040 Vienna

Gloria Casanova

T +34 618 533 894  
[casanova@mondial-congress.com](mailto:casanova@mondial-congress.com)

### Congress Registration

#### Mondial Congress & Events

Operngasse 20b  
A-1040 Vienna

Daniela Bierbaum

T +43 1 588 04 -154  
[bierbaum@mondial-congress.com](mailto:bierbaum@mondial-congress.com)

### Accommodation

Brussels Booking Desk  
Rue Royale 2-4 Koningsstraat  
1000 Brussels

+32 (0)2 563 61 04  
[info@brusselsbookingdesk.be](mailto:info@brusselsbookingdesk.be)

Online Booking Platform

<https://secure.hotel.visitbrussels.be/event/congress-of-european-ori-hns-mondial-congress-and-events/congress/search>

### Venue

#### SQUARE Brussels

Mont des Arts,  
1000 Brussels

+32 2 515 13 99  
[exhibitorbook@square-brussels.com](mailto:exhibitorbook@square-brussels.com)

Detailed information on how to access SQUARE Brussels can be found [here](#).

### Shell scheme and booth supplies

#### SQUARE Brussels

Glass Entrance, Mont des Arts  
1000 Brussels

+32 2 515 13 99  
[exhibitorbook@square-brussels.com](mailto:exhibitorbook@square-brussels.com)

All booth supplies and shell schemes can be ordered via the SQUARE webshop: <https://www.square-brussels.com/en/CEORL19>

### Logistics / Transport

#### Ziegler Expo Logistics

Brussels Expo  
1020 Brussels 2

+32 2 475 45 40  
[square\\_bruxelles@zieglergroup.com](mailto:square_bruxelles@zieglergroup.com)

### Lead Retrieval System

#### CTI Meeting Technology

Nußdorfer Strasse 20/22  
A-1090 Vienna

Tamara Dworschak

T + 43 1 319 69 99-18  
[t.dworschak@ctimeetingtech.com](mailto:t.dworschak@ctimeetingtech.com)

### 3.) SET-UP, DISMANTLING AND EXHIBITION SCHEDULE

	Friday, June 28	Saturday, June 29	June 30 – July 2	Wednesday, July 3
Build-up times	08:00 – 18:00	08:00 – 18:00		
Welcome Reception in the exhibition		19:00 – 20:00		
Exhibition Opening Times			08:30 – 17:15	08:30 – 11:00
Dismantling				11:15 – 18:00

#### Access during built-up and break down

Specific badging is required to enter and work in the building. Please make sure to specify to SQUARE the contact details of each member of your stand building contractor team that will need access to the building during the build-up and the dismantling. **Please inform [exhibitorbook@square-brussels.com](mailto:exhibitorbook@square-brussels.com) until no later than June 20, 2019 of all individuals who will need access during built up and break down times!**

#### Exhibition Opening Times:

Please note that your booth has to be staffed during the official exhibition opening times. Exhibitors will be permitted to enter and leave the exhibition area half an hour before and after the official opening times. All booth personnel will require a congress badge in order to access the exhibition area, access without a congress badge is not permissible.

#### Dismantling time:

Please note that the exhibition break down only commences **after** the last coffee break on Wednesday, 3 July 2019. It is not permissible to start booth dismantling during refreshment breaks, lunch times or networking events held in the exhibition area or at any other times when any delegates are present within the exhibition area. Non-adherence will force the venue management to close the exhibition hall and any penalties or charges incurred by this will be passed on to any exhibitor(s) who has/have not adhered to this regulation by the organizer.

#### Extended Set-up / Extended Dismantling

More time for the build-up may be requested but is subject to availability and will also involve additional costs for the exhibitor. Please contact Mondial Congress if you require further information: Carola Precht, [precht@mondial-congress.com](mailto:precht@mondial-congress.com).

#### Loading/Unloading during built up and dismantling

Loading activities are only possible within the setup and dismantling times. Please be aware that all deliveries by truck have to be coordinated with Ziegler Expo Logistics and loading slots have to be requested **until June 13 2019** the very latest. **If you do not arrange unloading before this time frame please be aware that access to the loading bay won't be guaranteed!** Further Information on requesting an unloading slot can be found [here](#).

## 4.) STAND BUILDING & BOOTH REGULATIONS

### Booth Heights / Suspension

According to the regulations of the organizers, the following restrictions for booth building apply:

**Standard height of booths: 2,5m (max. 3,5m)**

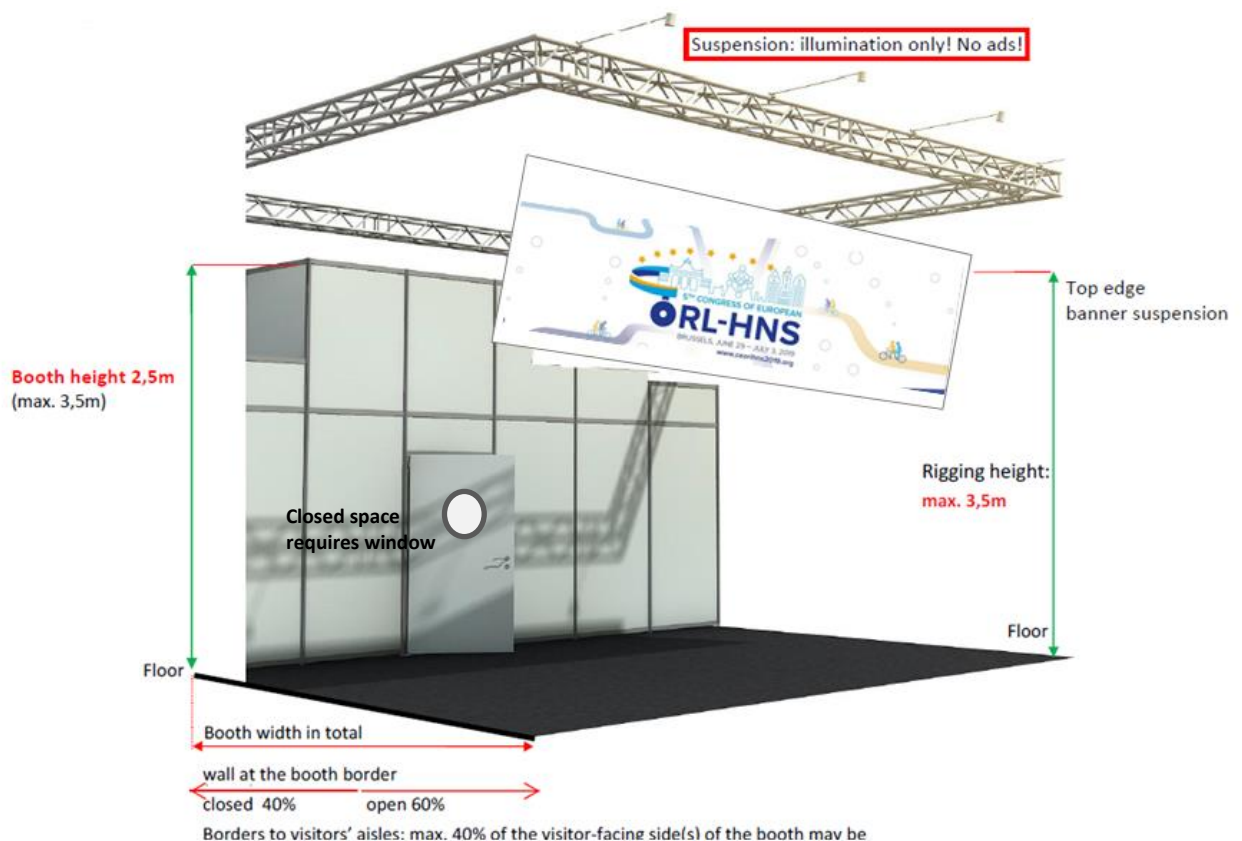
- The side and back walls of all booths have to be finished **on the outside as well as the inside!**
- **Borders to visitors' aisles:** max. 40% of the visitor-facing side(s) of the booth may be obstructed and any decoration, etc. must be reasonably spaced.
- For any suspension, permission must be obtained in advance from SQUARE Brussels. Please note that the possibility to use suspensions depend on your booth location. Please note that rigging has to be exclusively booked via SQUARE Brussels and outside suppliers are not permitted.
- Top **edge for Banners** (top of the banner): max 3,5m
- Any stand incorporating closed rooms/theatres/black boxes with covered ceilings **must include a vision panel or window** and will be subject to approval on emergency lighting and exit width.
- Two-tier booths and / or "double-decker" booths are not permitted.
- **Exceptions are permitted only if coordinated and approved by Mondial Congress & Events.**

**Deadline for submitting stand plans and construction declarations**  
**Friday, 19 April 2018**

All exhibitors bring their own, pre-constructed booths or will collaborate with other companies than SQUARE Brussels for customized booths must send in their stand plans for approval.

Please send the following information within the above mentioned deadline to the conference exhibition coordinator Carola Precht, [precht@mondial-congress.com](mailto:precht@mondial-congress.com) and the congress venue [exhibitorbook@square-brussels.com](mailto:exhibitorbook@square-brussels.com) :

- Detailed stand design / drawings to scale, front elevation inclusive height indications
- Plan showing the position of exhibition equipment, machinery and/or installations



## General Restrictions

Please note:

- To drive nails or hooks into the walls, floor, ceilings or furniture of the exhibition and to paint the floors, walls, ceilings or furniture is prohibited.
- To install electric wiring or to cut or drill holes in the walls of the rented booths is prohibited.
- To fasten stickers is prohibited. Please ensure that only textile adhesive tapes with soluble adhesive are used.
- To drag objects of any kind across the floor is prohibited.
- To operate machines generating waste gas without exhaust facilities is prohibited.
- The use of naked flames and open fires is prohibited.
- Only electric soldering irons may be used for soldering work.
- Welding and spraying work within the confines of the exhibition hall is officially prohibited. Only fireproof adhesives may be used for gluing work within the exhibition halls.
- Exhibitors are obliged to grant official supervisor staff and accredited representatives of SQUARE Brussels access to their booth. Exhibitors, their staff, and all visitors to the fair must obey the instructions of these officers.

## Condition of the floor

- During build up there is a significant risk of slips, trips, and falls and sharp objects left on the ground. All those working in the halls in build-up and breakdown are strongly advised to wear appropriate safety footwear.
- The floor can withstand a loading of 3.000kg/30kN per m<sup>2</sup>. If you are exhibiting any items over this weight please inform the Operations team as soon as possible to investigate other options.
- Floor loading limits may vary in different parts of the venue. Those using heavy equipment especially lifting equipment must consult safety staff with regards to safe floor loading limits. Please contact the organizers for confirmation.
- The floor covering of the exhibition area is asphalt and not carpeted - exhibitors must provide their own floor covering. Floor covering may not be affixed directly to the floor (e.g. by two sided adhesive tape) but should be laid on a raised stand floor or rubber subfloor.
- Exhibitors with adjoining blocks of stands will not be permitted to place their own carpet in the gangways unless prior permission is given in writing by the organizers.
- Nothing may be structurally attached to the floor of the Exhibition premises without the written consent of the Venue. Carpet may only be fixed to the venue floor with approved carpet tape.
- All carpet tape must be removed and any charges for the removal of carpet tape left on the floor at the end of breakdown will be passed direct to exhibitors.

## Promotional Activities

The booths should primarily be used for exhibiting and advertising the Exhibitor's own products. Advertising materials may be distributed only within the confines of the booth. **Any kind of promotion outside the respective exhibition booth is forbidden (such as Working Acts, distributing flyers etc.)**

Promotion activities (e.g. quiz show, presentations,...) at the booth must be reported to Mondial Congress & Events in writing in advance. The Exhibition organiser reminds you that such activities are only permitted if:

- The activity is staged within the confines of the booth and not at the edge thereof
- It can be demonstrated that sufficient space is available within the booth to accommodate the expected number of onlookers/participants
- Sound is directed towards the interior of the booth and not directed outside; the noise level at the perimeter of the booth may not exceed 40dB(A). Special sound systems are highly recommended
- special care is taken to avoid the use of lights, spotlights or sound systems which may annoy visitors or neighbouring booths
- activities planned are registered punctually, at the latest 3 weeks prior to the event, and are accompanied by a precise sketch and a detailed description of how the event is to be staged

## House rules SQUARE Brussels

All exhibitors and contractors have to also observe the "Stand construction and dismantling rules" set out in the **SQUARE Expo Guide** on page 15 as well as the SQUARE house rules which can be found **here**.

## 5.) SPONSOR & SYMPOSIUM INFORMATION

### Symposium Details

#### Symposia Programme

The company sponsored symposia programme will be printed in the CEORL-HNS 2019 final programme book. A draft programme must be sent to the congress organizing committee by 8 February 2019 for approval. A final document of the programme must be sent by **1 March 2019**.

#### Room allocation

Each symposium is scheduled to last 60 minutes and symposia rooms will be allocated according to sponsorship contribution and time of application. Company symposium organisers may access the respective hall as soon as the previous session has finished. If prior set-up or access to the room is required please notify Mondial Congress & Events as soon as possible to check availability. Prior access to session halls cannot be guaranteed and may incur additional costs.

#### Audio-Visual equipment

Each session hall is equipped with standard AV. If additional AV is required, company sponsored symposia organisers should contact Mondial Congress & Events.

#### Symposium Promotion onsite

Company symposium organisers may promote the session to delegates onsite with 2 roll-up banners (or similar). The location of the pull-up banners is subject to approval of Mondial Congress & Events and banners can only be placed once the location has been approved.

### Sponsorship Recognition and Benefits

Sponsorship recognition (before VAT)	Gold Sponsor	Silver Sponsor	Bronze Sponsor	Friends of ORL-HNS
<i>starting from</i>	€ 60.000	€ 40.000	€ 20.000	€ 7.500
Delegate bag inserts	1	1	1	
Visual recognition in registration area and in final program	✓	✓	✓	✓
Logo on sponsor page of website	✓	✓	✓	✓
Link from congress website to sponsor website	✓	✓	✓	✓
Logo on "Thank You to our Sponsors Signage" and on Holding Slides	✓	✓	✓	✓
Logo on sponsor page of congress app	✓	✓	✓	✓
Advertisement in the final program	Full A5 page	Full A5 page	Half A5 page	

In order to include your company logo and advertisement in the congress program, please make sure to send this to [precht@mondial-congress.com](mailto:precht@mondial-congress.com) **until 1 March 2019** the very latest.

Please be aware that your delegate bag inserts have to be sent as PDF-file for approval by the organizer until **5 April 2019**. Approved bag inserts have then to be shipped to Square Brussels at the sponsors cost via Ziegler Expo Logistics and arrive on **26.06.2019** the very latest.

**The organiser cannot guarantee inclusion of the above mentioned items unless the deadlines outlined above are observed by the sponsoring company!**



## 6.) CONGRESS SUPPLIES & DELIVERIES

### Congress Supplies

Please note that **your booking is space only** and does not include any walls, carpets or power supply.  
**All additional items and services required have to be booked additionally!**

The official supplier for shell schemes, furniture, AV equipment, decoration, carpets, power supply, rigging, staff and catering is the SQUARE Brussels Convention Centre. You may book all services in the SQUARE Brussels Convention Centre webshop via the link below.

**SQUARE BRUSSELS**  
**WEBSHOP**

Detailed information about their services can also be found in the **SQUARE product catalogue**.

### Deliveries & Shipments

All deliveries need to be sent to the official freight forwarder appointed for the congress, at the following address (with the compulsory label to be downloaded **here**):

**ZIEGLER EXPO LOGISTICS (HUB 2)**

Boechoutlaan, 107 – 1853 Strombeek-Bever – Belgium

Please note that it is compulsory to notify Ziegler in advance of every delivery, otherwise, a penalty will be charged.

**Neither the venue nor the organiser takes responsibility for any parcels being sent to the venue.**

All deliveries, except self-offload or hand carried must be handled by Ziegler Expo Logistics, who will be able to gather all deliveries from 11/06/2019 up to 26/06/2019. All deliveries made via Ziegler will be dispatched to your book on June 26 2019 by 14:00.

Please note that SQUARE Brussels and Mondial staff is not allowed to take over or sign for any shipments from exhibitors. Everything has to be addressed correctly to Ziegler Expo Logistics or the exhibitor has to be onsite to sign in person for the delivery.

**If you will bring your own deliveries please refer to the loading/unloading information on page 5 or the Ziegler Loading Information here.**

## 7.) REGISTRATION

### Company Representative Badges

Company representative badges allow access to the exhibition area half an hour before and after the official exhibition opening times as well as the own company sponsored symposium however **access to the scientific sessions is restricted.**

Two company representative badges are issued per 6m<sup>2</sup> with a maximum of 9 company representative badges being allocated per booth.

Additionally, sponsors receive the following amount of included registrations:

	Company Representative Badges	Free delegate registrations
Gold Sponsor	12	6
Silver Sponsor	8	4
Bronze Sponsor	4	2

Additional company representative badges can also be purchased for EUR 250,-.

To register company staff please fill out the registration terms and conditions send them to Daniela Bierbaum (Bierbaum@mondial-congress.com) until no later than 30 May 2019. Upon receipt of the documents a template to provide company representatives' names and details will be sent, please make sure to communicate all information **until 06 June 2019.**

**Please note that all congress badges have to be personalized and no-name badges are not permissible.**

### Exhibitor Badges Collection

No badges will be sent in advance of the conference. Badges can either be picked up at the registration service desk as a group pick up or exhibitors can pick up their badges individually at our self-print facilities. Please inform us in a timely manner if group pick up or individual pick up is preferred.

### Access during built-up and break down

Specific badging is required to enter and work in the building. Please make sure to specify to SQUARE the contact details of each member of your stand building contractor team that will need access to the building during the build-up and the dismantling. **Please inform exhibitorbook@square-brussels.com until no later than June 20, 2019 of all individuals who will need access during built up and break down times!**