Exhibitor’s Manual
ICRS 2016, Sorrento – Italy, September 23 – 27, 2016

ICRS welcomes all companies participating in the technical industry exhibition of ICRS 2016

Congress Chair: Stefano Della Villa

Acknowledgement

ICRS would like to thank all its industry partners for their support and participation in this unique event.

1. Organizing Office

General Exhibiting Condition

The exhibitor understands and agrees that the ICRS 2016 Exhibitor’s Manual is an integral and binding part of the exhibit space rental contract. The conditions may be changed or revised with previous notice at any time by the ICRS.

If you have any questions regarding organizational matters, we will be pleased to assist you. Please contact:

Cartilage Executive Office GmbH
Spitalstrasse 190
CH-8623 Wetzikon
Tel: +41 44 503 73 70
Fax: +41 44 503 73 72
Web: www.cartilage.org
Email: office@cartilage.org

Congress Coordination:
Mr. Stephan Seiler: sseiler@cartilage.org

2. Venue / Convention Center

The 13th World Congress of Cartilage Repair - ICRS 2016 - will be held at the:

Hilton Sorrento Palace
Conference Center
Via S. Antonio, 13,
80067 Sorrento, Italy

www.hilton.com/sorrento

Convention Manager
Angela di Benedetto
Groups & Events Sales Executive
sorrento_events@hilton.com

Travel and Transportation

By Plane / Road / Taxi / Bus:

Napoli Capodichino Airport (NAP) is around 55 km or a 60-minute drive away from the Hilton Sorrento. For more information, please visit: http://www.aeroportodinapoli.it/

• By Road: Once in Naples take the A3 motorway, exit to Castellamare and follow signs to Penisola Sorrentina. Distance between Napoli-Sorrento: 60 Km.
• By Bus: From the airport arrival terminal, you can get busses and mini vans directly to the Sorrento or to the Naples train station.
• By Taxi the cost of taxi is of around Euros 130 from the airport to Sorrento

3. Technical Information

Electrical Power

ICRS and the Hilton Convention Center provide 1 (one) electrical connection of 230 V, 50Hz at your booth on a complimentary basis. Normal consumption until 1000W is included in the rental fee. Supply boxes for higher energy consumption must be ordered directly and in advance through S.E.A Societa' Esercizi Alberghieri S.P.A.

The exhibitor is responsible for electrical equipment downstream of the supply box provided on the stand, including any converters or transformers needed to power equipment). Electrical power will be available round the clock during the event. Any installations, which do not comply with the regulations, will not be supplied with electricity.

The Exhibition Management shall not be liable for loss or damage arising in consequence of technical defects or breakdowns. Should you require any additional or specific electrical installations, please contact Services Coordinator: Giovanni di Maio giovanni.di.maio@hilton.com
Maximum Booth Height & Floor Load

Maximum booth height: 2.70 - 3.50 m
Maximum floor load capacity: 250 kg/m²

Design of the load-bearing system of joists as well as walls and roofs must be in accordance with the rules and the special fire and evacuation regulations made up by the authorities. The organizers reserve the rights to request further details of the design, materials to be used, etc.

Empties & Storage:
Empty packaging and other inflammable materials may not be stored at or behind your booth nor in the exhibition halls and corridors. The Hilton Sorrento Palace does not possess premises for the storage of empty crates and packaging during the exhibition. Empty crates and packaging must be removed immediately as the installation progresses and, if necessary, brought back for the dismantling. (See point 16)

5. Intermissions
During morning and afternoon intermissions, coffee, tea and refreshments will be served in the exhibition area as a courtesy from the ICRS

6. Exhibit Hours
The technical exhibits will be opened to the participants and must be operational and staffed in accordance with the following schedule. Please note that the official opening of the exhibition is on Friday at noon.

Saturday   12.00 - 17.30 hrs.
Sunday     09.00 - 17.30 hrs.
Monday     09.00 - 17.30 hrs.
Tuesday    09.00 – 12.00 hrs.

7. Installation of Exhibits
Thursday, Sept. 22, 2016, 12.00 – 20.00 hrs.
Friday, Sept. 23, 2016, 08.00 – 20.00 hrs.
Saturday, Sept. 24, 2016, 08.00 – 10.00 hrs.

All exhibit construction must be completed by Saturday at 10.00 o’clock and all aisles cleared of exhibit material and empty boxes. All components yet to be installed must be within the exhibitor’s space. At the official opening on Saturday, 11.00 hrs, all exhibits must be fully operational. After this hour, no installation work will be allowed.

8. Dismantling of Exhibits
Tuesday: Sept. 27, at 12.00 until 18.00 PM.

Removal of waste packaging (boxes, parcels, etc.) and, in the case of floor space, of the totality of the booth including the carpeting and its adhesive tapes, are the responsibility of the exhibitor, who can order different types of containers according to the volume


The rental rate of booth space includes the net booth surface without walls, furniture and carpet.

As a courtesy from ICRS, an electrical power connection including normal consumption of energy (max. 1000W) for the duration of the exhibition and daily cleaning services (empting the waste baskets and vacuum cleaning of aisles and booths) will be provided free of charge for all exhibiting companies.

ICRS has appointed the Company S.E.A Societa' Esercizi Alberghieri S.P.A as its local partner for Exhibit services and furniture rental. S.E.A Societa’ Esercizi Alberghieri S.P.A can also provide a norm-stand to suit your requirements.
Please place your orders by the Discount Deadline; August 25 2016. After that date and during building-up rates will increase to on site show pricing.

10. IT & AV – Services

All requests for rental of IT & AV Equipment to your booth can be ordered from Società Esercizi Alberghieri S.P.A Giovanni di Maio Giovanni.di.maio@hilton.com

11. Lead System/Badge Readers

The ICRS 2016 Lead System is a fast and easy way to record visitors’ contact information. Please order the required number of scanners through the order form.

12. Internet/WLAN/Telephone

All requests for telephone lines, data and communication services must be ordered well in advance at the Hilton Sorrento Palace

As a courtesy, ICRS will provide a complimentary basic WLAN Internet access in the exhibition area to all exhibitors and participants.

13. Water Supply Compressed Air

Stands cannot be equipped with water supply, drainage systems and/or compressed air.

14. Florists

All requests for rental of plants and floral arrangements to your booth can be ordered from S.E.A Società' Esercizi Alberghieri S.P.A

15. Catering Service

Lunch is not included in the ICRS congress registration fee. A restaurant in the hotel will be open during the congress hours (against payment of individual consumptions). We recommend to our industry partners, organizing Satellite Symposia to offer lunch boxes to the attendees. The Catering Service of the Hilton Sorrento Palace will provide the official congress catering. They offer a varied and comprehensive service to suit all requirements. No catering services from outside companies are permitted in the Hilton Sorrento Palace

16. Freight Forwarding, Custom Clearance & Onsite Handling

DHL Trade Fairs & Events (UK) Limited has again been appointed as the official logistics contractor for the 13th ICRS World Congress held at the Hilton Sorrento Palace. As the only official on-site service provider, we also provide your company with first class transport services by air, express and ocean freight to and from the venue. Should you choose to use another company to provide transport services to the event, please make sure that they will be given our shipping-guide lines.

There will be a strict lifting schedule in place to ensure that all goods will be lifted to stand within a set period and same again for break down.

VERY IMPORTANT INFORMATION

The Hilton Sorrento Palace does not accept deliveries prior to or during the exhibition. Please kindly note that there is no parking available for commercial vehicles in the unloading area outside the exhibition venue.

During the full build up and dismantling period the freight Elevator/Lift, delivery & collection access will be strictly reserved to DHL Trade Fairs & Events UK Limited & its partner only for organizational, tight time scheduling and safety reasons. DHL Trade Fairs & Events UK Limited will be controlling the access area, elevator/lift and operating Fork Lifts and mechanical lifting equipment during the above periods, this equipment can be quite hazardous if space becomes limited.

There is also only very limited time available for delivery / collection access within the exhibition centre and to ensure that all unloading, reloading, deliveries and collections are carried out on time, we kindly ask you to respect this fact.

DHL Trade Fairs & Events also operates a holding warehouse in Italy where you can deliver cargo up to 2 weeks prior to official build up.
If you have any questions or queries, please kindly raise any points well in advance in order to avoid any confusion or discrepancies on site.

DHL Trade Fairs & Events UK Limited
Unit 17 & 21 - 2nd Exhibition Avenue
Birmingham B40 1PJ
United Kingdom
ATTN: Mr. Horst Froehling
FAX : 0044 121 782 4680
PHONE : 0044 121 782 4626
E-Mail : horst@dhl-exh.com
www.dhl-exh.com

General Information
All transport, on site handling and customs clearance procedures will be coordinated by DHL Trade Fairs & Events UK Limited and will supervise all on site handling inward and outward directly on site in Sorrento.

All bookings MUST be made and emailed to DHL Group Logistics by 25 August 2016. Please refer to the DHL Shipping Manual & Order Forms on our website.

19. Delivery Access / Parking for Trucks
Please coordinate the arrival of your trucks with DHL Trade Fairs & Events UK Limited even if you arrange transportation of your equipment on your own. Trucks on the DHL unloading / loading schedule have always parking preference.

20. Industry Presentations, Workshops & Demonstrations
All promotional activities in or close to the congress center others than normal stand activities performed at your booth are subject to approval by ICRS.

It is not allowed to organize and perform any scientific sessions, meetings, workshops, and demonstrations, which may conflict with the official Meeting Programme. Previous permission of ICRS is mandatory. Hands-on demonstrations or group product demonstration may be conducted in one of our meeting rooms. For information and meeting room reservation, please contact the ICRS Office.

21. Function Rooms – Company Social Events
Exhibitors are requested to plan major gatherings and social events for the congress participants only in co-ordination with ICRS.

Exhibitors are not allowed to compete with the official scientific and social programme.

The ICRS recommends Saturday evening after the Welcome Reception for the organization of your company social events.

ICRS is pleased to receive company group bookings for the great Sorrento Italian Night on Monday evening. Join us and invite your costumers to an unforgettable Italian Night. Company tables can be reserved at 110 Euros per person. Live music, show, dance, dinner, drinks and transport incl.

Industry Meeting Rooms at the Hilton Sorrento Palace for company meetings, cocktails, receptions or scientific demonstrations are to be rented with the enclosed form through the ICRS Executive Office. For your catering or AV orders please contact the official Catering /AV Services directly (see point 10-15)

17. Insurance - Liabilities
The exhibitor is liable for all damage caused by himself, by his staff, by his visitors and clients and by any agent acting for him; the exhibitor indemnifies the Exhibition Management in all such cases.

The ICRS and the Hilton Sorrento Palace recommend that the exhibitors take out an insurance policy to cover damage and theft to/of their exhibits and their furnishings and fittings during the entire time of the exhibition, including the time for set-up and dismantling as well as during the exhibition days, as the Exhibition Management is not liable for personal or property damage. While your booth is left unattended, we suggest that you keep valuable goods and gifts stored in a secure place.

18. Security & Badge Control
Although ICRS will contract general security staff during the official congress opening hours, the exhibitors are responsible for their belongings and materials at their booths. A strict badge control will be implemented for security reasons. Bear in mind that exhibitor badges have no access to scientific sessions. Personal ID identification can be requested from participants at any time.

Stands designed and fitted out by exhibitors must comply with the safety rules covering fire and security risks in buildings open to the public. See also Hilton Regulations.
22. Exhibitors’ Badges

1. Access to Exhibition only:
Exhibitor staff badges permit access to the technical exhibition only. A limited number of complimentary Exhibit badges is included in the booth space rental and will be distributed according to the following system:

- Up to 04 - 09 m²: 1 free badge
- 10 - 15 m²: 2 free badges
- 16 - 25 m²: 4 free badges
- 26 m² and more: 6 free badges

Additional exhibit badges may be purchased at 250.00 Euro/each (see badge order form).

2. Access to the Scientific Sessions:
Access to the Scientific Sessions is reserved to active participants and is subject to payment of the regular registration fees.

A limited number of complimentary badges for Scientific Sessions is also included in the booth space rental and will be distributed according to the following system:

- Up to 04 - 09 m²: 1 free badge
- 10 - 15 m²: 2 free badges
- 16 - 25 m²: 3 free badges
- 26 m² and more: 4 free badges

Complimentary badges will bear only the official company name and may be used by any representative of this company.

It is not allowed to use these complimentary badges to invite company customers. Please order your badges with the enclosed order form until August 10, 2016. We are pleased to send the badges to your office prior to the meeting.

23. Booth Confirmation and Allocations

To obtain a final confirmation of your exhibition space at ICRS 2016, a signed and completed Exhibitor’s application form and 100% payment of booth rental must be received by the ICRS by June 30, 2016. If full payment is not received until that date, the booth space may be reassigned to other interested companies. Concerning booth allocation requests, the ICRS takes into consideration:

1. ICRS Corporate membership
2. Overall Sponsoring activities
3. Size of booth
4. Exhibiting history with ICRS
5. Date of application
6. Past payment history

Floor plans: The ICRS reserves the right to relocate exhibitors and reassign spaces any time if this becomes necessary for a specific reason. If this would be necessary, The ICRS would contact the company immediately.

24. Cancellation Policies

Cancellation for Exhibit & Sponsoring Activities

Refunds for cancellations before March 15, 2016, 80 % of the total price. Before July 15, 2016, 50 % of the total price. After July 15, 2016, there is no refund. Only written cancellation will be accepted.

Cancellation of the Congress by the Organiser: Booth rental rates, sponsoring support and congress registration fees will be reimbursed if the congress is cancelled for other reasons than war, warlike events, and acts of terrorism, epidemic sicknesses, strikes or natural disasters. In the latter circumstances, only a proportion of the paid amount would be refundable.

25. Accommodation & Housing

The ICRS has made a major commitment to Sorrento Hotels in order to secure a sufficient block of quality hotel rooms at competitive rates. We kindly ask participants and industry partners to book their hotel rooms as early as possible through our official housing partner MP Congressi. Hotel Rooms will be allocated on a first-come, first-serve basis.

MP Congressi has been designated as the official Congress Travel Agency for the ICRS 2016. MP Congressi will take care of your local accommodation needs, transfers & tours in Sorrento. An adequate number of rooms have been reserved and special room rates have been obtained to your advantage. An overall reservation handling fee of Euro 18.00 will be additionally charged for each individual accommodation reservation.

Exhibitors are requested to book their hotel reservations until June 30, 2016 latest through the following link:

Group Reservations – Industry
For 10 and more rooms, please contact Convention Service Manager, c/o Ms. Bianca D’Angelo for assistance and details at:

MP Congressi e Comunicazione
Via Coroglio, 57 D,
80124 Napoli, IT
C/o Ms. Bianca D’Angelo

Phone: +39 081 575 3432
Mobile: +39 335 634 4081
E-Mail: mpnapoli@tin.it
Web: www.mpcongress.it
26. Exhibition Area

Drafts of the exhibition plans are available as per May 2016 on www.cartilage.org/13th-icrs-world-congress/industry/

The plans will be updated regularly, and according to additional booth reservations may affect the location or size of your own stand. If you have any doubt about your location, please check the ICRS Website periodically or contact the ICRS Executive Office. For allocation preferences, please consult § 23.

27. Damage Prevention

In order to avoid damages to the interiors of the Congress Centre, it is strictly forbidden to fix or hang anything on the ceilings, walls or pillars. If any material or equipment entrusted to the exhibitors (free of charge or subject to payment) disappears or is damaged, it must be repaired or replaced by the exhibitor. Exhibitors will be charged for any damage they may cause to the floors; they must take all necessary precautions (plastic sheeting, plywood board, etc.) to ensure the protection of the floors. 

It is compulsory to put rubber matting or a similar protection under the booth constructions. All cables must be carefully covered and protected.

28. Health & Safety

All Exhibitors are kindly requested to read and sign the Hilton Regulations in order to comply with general health and safety guidelines at Hilton Sorrento Palace Conference and Meeting venues.

30. Important Deadlines

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<td>June 30</td>
<td>100% Payment Booth &amp; Sponsoring must be received by the ICRS</td>
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<td>Until July 15</td>
<td>50% cancellation fees for booth space and sponsoring cancellations</td>
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