



EXHIBITORS' MANUAL

AAL Forum 2018 (Biscay)

24 - 26 September 2018

Euskalduna Conference Centre - Bilbao

COMPLETE THESE EASY STEPS...

- Read the **EXHIBITION SCHEDULE** for each day
- Check the **DEADLINES** and important information
- Complete the **ONLINE REGISTRATION FORM** available on the website

EXHIBITION SCHEDULE

24 SEPTEMBER – MONDAY	25 SEPTEMBER –TUESDAY	26 SEPTEMBER – WEDNESDAY
BUILDING 14:00 –18:00	EXHIBITION HOURS 09:00 – 17:30	EXHIBITION HOURS 09:00 – 13:30 DISMANTLING 12:30-14:30
REGISTRATION 13:00 – 18:00 OPENING CEREMONY 18:00 – 19:30 WELCOME COCKTAIL 19:30 – 22:00	COFFEE AND REFRESHMENTS 10:30 – 11:00 and 15:30 – 16:00 LUNCH BREAK 12:30 – 14:00	COFFEE AND REFRESHMENTS 10:30 – 11:00 and 15:30 – 16:00 LUNCH BREAK 12:30 – 14:00 BREAK 17:30 – 19:30 OFFICIAL DINNER AND PARTY 20:15 - 24:00

Important:

- The schedule for the lunches and the coffee breaks has been made according to the timetable of the scientific programme and therefore can be adapted to modifications during the congress.
- Dismantling hours: As the official Dinner and Party on Wednesday 26 will take place at the Exhibition Area space, exhibitors may not exceed the disassembly time.

IMPORTANT CONTACTS

CONGRESS ORGANISER

Sergio Murillo / Programme
 Gloria Marzo / Marketing / Communication
 Carmen Pastor / Operational Project Manager
 Email: aalforum.silverweek@bizkaia.eus

EXHIBITORS' REGISTRATION AND LOGISTICS

EVENTIA
 Email:
exhibitors.aalforum.silverweek@eventia.es
 T.: +34 94 405 78 85

CONGRESS VENUE

Euskalduna Conference Centre
 Abandoibarra Etorb., 4,
 48011 Bilbao, Biscay, Spain
 T.: +34 94 404 50 00

EXHIBITION AREA - IMPORTANT DETAILS

CONDITIONS:

All stand packages include a stand, **two free participation passes** to attend the conference including catering (coffee-breaks, lunch, Welcome Cocktail on Monday and Official Dinner on Wednesday) and Matchmaking**.

EARLY BIRD FEE Until 17 August	FULL FEE Until 14 September	AAL PROJECT FEE* Until 14 September
1.050,00€	1.250,00€	840,00€

Fees are exclusive of VAT (21%).

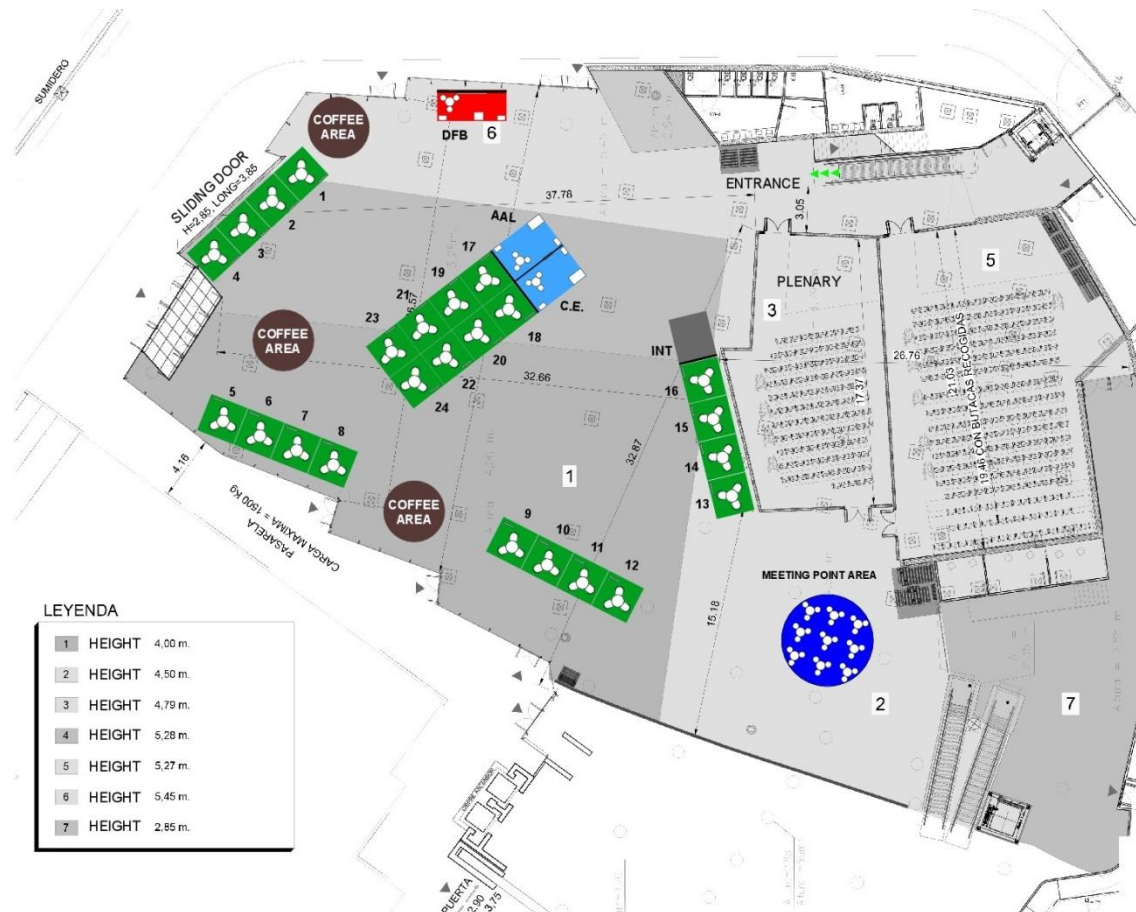
*AAL project fee is only applicable for an Active and Assistive Living (AAL) project.
 Please identify the project on the online registration form.

****MATCHMAKING** - Facilitate business development, accelerate innovation and initiate research projects by meeting potential cooperation partners in face-to-face meetings. Attend these pre-arranged meetings to have an easy access to scientists, enterprises and end-user organisations active. You will be able to schedule these meetings in the AAL Forum 2018 App (available for download during the Forum).

LOCATION:

Below you will see the distribution of the exhibition area which is located in the Hall II (Barria), Floor -2.

- Total area for exhibition: 242 m²
- Maximum height: 3,50 meters



-  BISCAY COUNTY COUNCIL STAND (DFB)
-  AAL & EUROPEAN COMMISSION STANDS
-  2017 WINNER STAND (7.5m²)
-  REGULAR STAND (6.25m²)

STAND SPACE AND ALLOCATION:

The Organisers will distribute and choose the location of each stand.
Confirmed spaces and location will be notified in early September 2018.

Stand 2.5 x 2.5 (6.25m²) includes:

- Fitted carpet covering the entire floor space. Same color (*tbc.*) for all the stands.
- Round table + 3 seats.
- Exhibitor identification in digital printing (1,80m high x 0,80m wide), double sided.

****Please note this stand will NOT have walls, and internal regulations of the venue forbid affixing any materials to the floor and affixing posters to the columns or to any other surface in the hall area.**



ELECTRICITY

One electrical connection (plug) per stand is included. (220V)
 If you need special requirements for electrical connection, please contact EVENTIA:
exhibitors.aalforum.silverweek@eventia.es

INTERNET

Free WIFI will be available at the Euskalduna Conference Centre and details will be available onsite.
 If you need cable internet, please contact EVENTIA: exhibitors.aalforum.silverweek@eventia.es

EXHIBITOR BADGES:

The access to the exhibition area will be restricted to holders of exhibitor/participation badges.
 Exhibitors are therefore requested to register their booth staff.

All stand packages include **two free participation passes** with access to attend the conference including catering (coffee-breaks, lunch, Welcome Cocktail on Monday and Official Dinner on Wednesday) and Matchmaking**. **Holders of these two free passes will have to register by the [exhibitors' registration form](#).**

For additional badges, exhibitor must use the registration form available at the [AAL forum website / Registration Section](#)

LOGISTICS

HOW TO GET TO THE EUSKALDUNA CONFERENCE CENTRE

Address: Abandoibarra, 4, 48011 Bilbao, Biscay, Spain | T.: (+34) 94 4035 000

More information at AAL Forum website: <http://www.aalforum.eu/venue/>



RECEIPT OF GOODS AT THE VENUE

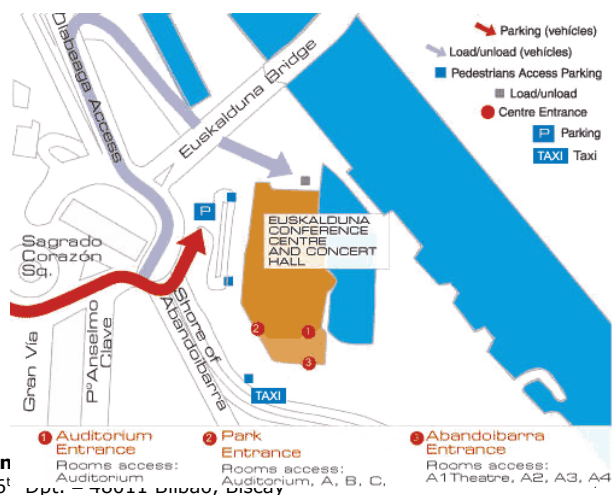
If you wish to send any materials for your stand in advance to the Euskalduna Conference Centre storage rooms, please follow the following instructions:

All goods must be properly identified. (EVENTIA will send the label once the payment is confirmed).

The company in charge of delivering the goods must be provided with the following instructions:

- All goods must be delivered to the loading bay (at the rear of the building, access via Olabeaga). Do not use public entrances.
- Delivery date and hours: materials can be sent to the Euskalduna Conference Centre storage rooms from Tuesday 18 to Friday 22 September, from 08:00 to 17:00 hours.

Please send an email to exhibitors.aalforum.silverweek@eventia.es indicating the amount of items sent.



Exhibitors' Registration

Gran Via 81, 5th floor – 6^o

T.: (+34) 94 405 78 85

Email: exhibitors.aalforum.silverweek@eventia.es

1 Auditorium Entrance
Rooms access:
Auditorium, A, B, C,
Etc. – 70011 Bilbao, Biscay

2 Park Entrance
Rooms access:
Auditorium, A, B, C,

3 Abandoibarra Entrance
Rooms access:
A1 Theatre, A2, A3, A4

If you wish to take materials to the venue on 24 September by light-duty or passenger vehicle, you may park in the garage of the Euskalduna Conference Centre (please note the parking facilities have a cost).

If you choose this access (and not the exclusive access for heavy vehicles and / or heavy loads), please inform EVENTIA.

ASSEMBLY

Please remember that the exhibitors must transfer their own material from the storage room to their booth with their own means (cart, trolleys...). In case you need assistance, you can hire loading staff. Staff from other companies will not be allowed.

Exhibition area will be opened on Monday 24 September from 14:00 for exhibitors only. Assembly should be completed by 18:00.

All exhibitors' staff must wear an official congress badge to gain access to the exhibition hall. In order to issue the badges, holder's names must be submitted to EVENTIA before 14 September.

Please be aware that due to the number of exhibitors, delays may occur when picking up your material from the storage room. All best endeavors will be made to reduce these delays to the minimum.

All exhibitors must keep noise level in their booth to 85 decibels or lower. Volume controls must be adjustable, and Exhibitor & Sponsorship Manager reserves the right to lower the limit as determined onsite. Exhibitors found to be in violation will be given a maximum of two warnings, and instructed to lower volume to acceptable levels as determined by Organisers. A third offense will result in penalties up to and including, but not restricted to, loss of priority points for space selection and loss of power to the booth.

DISMANTLING

The dismantling process will be between 12:30 and 14:30 on 26 September. No dismantling will be allowed prior to or after that time. Please note that as the official Dinner and Party on Wednesday 26 will take place at the same room, exhibitors may not exceed the disassembly time. If your dismantling process exceeds the established schedule, a surcharge will be applied.

Exhibitors must transfer their material to the security service in the storage room reserved for the good exits. Material must be correctly identified with the return address. Materials not handed to the security service in the warehouse will not be considered as stored materials and therefore, will be destroyed. Those materials which are not removed from the warehouse within the next 10 days after the event will be classified as disposable.

CLEANING

Exhibitors are responsible for cleaning their stands, as well as removing boxes and spare materials used for the stand assembly before the opening ceremony. Cleaning of common areas is undertaken by the cleaning service for the venue.

SECURITY

Neither the Organisers nor the Euskalduna Conference Centre will accept responsibility for the security of the stands and its contents. Exhibitors are fully responsible for the security of their own stands and equipment.

Security alert to the exhibitors

- Keep your stand manned permanently by at least one person during the exhibit and breakdowns.
- Always keep your personal property locked away.
- Make sure to carefully clear your stand and lock away any valuable goods and papers, at the end of each exhibition day.

INSURANCE POLICY

Exhibitors are reminded that it is mandatory to have an insurance policy covering the following items:

- Transport and movement of machinery and equipment to and from the stand.
- Machinery, equipment and company personnel during the exhibition including during the assembling and dismantling periods.

LIABILITY

Each exhibitor is responsible for any damage, theft or loss of equipment in its care and for any damage to the areas rented. Neither the Organisers nor the Euskalduna Conference Centre will be held responsible for any injury to persons, losses or damages of products, exhibits, equipment or decoration due to fire, accident, theft or any other cause while on the exhibition premises.

At the end of the event, the Organisers will visit each stand in the presence of the exhibitor (or an appointed representative) to check for any damage. The exhibitor agrees to be present during this inspection and be responsible for any damage caused to its exhibition space and any claim from the organisers which may result there from.

The exhibitor agrees to indemnify and keep indemnified the Organisers for any damage in the area rented by the exhibitor, including the cost of repair, cleaning or repainting. Both the Organisers and the contractor shall not, in any way, be liable for any damage occurring in the areas allocated to exhibitors.

SERVICES AVAILABLE

FURNITURE AND AUDIOVISUAL EQUIPMENT

Additional furniture can be ordered until September 14.

Any AV equipment to be rented for use in the exhibition area must be also requested in advance.

OTHERS

Please contact **EVENTIA** if you require any other service, e.g. special stand decoration.

PLACING ORDERS

- Completed order forms should reach **EVENTIA** before deadline dates.
- Order forms received after 14 September or onsite requests may cause considerable delay in procedures and will be subject to an extra charge of 30%.
- Services and supplies are subject to availability.
- All fees are expressed in Euro (€) and are exclusive of VAT. During the payment process the VAT rate (21%) will be applied to the announced fees.
- All legal relationships between the organizer and the company shall be exclusively governed by and construed in accordance with Spanish Law. In case of disputes arising hereunder, sponsors and exhibitors accept the exclusive place of jurisdiction to be the court of law where **EVENTIA** has its headquarters.

PAYMENT DETAILS

Full payment can be made **by credit card or bank transfer**
(see the payments details in the online registration form)

Important: In case of having a valid intra-community VAT number, you will be exempt of the 21% of VAT included in the fee. If not, you will have to pay the complete fee.

Please, before making the payment [check your VAT number here](#)

Should you need **invoice before making the payment**, please contact EVENTIA:
exhibitors.aalforum.silverweek@eventia.es

Any transaction charges are to be borne by the ordering customer. Failure to pay in full within the deadline will lead to the cancellation of the right to use the stand or other services without reimbursement.

In case of cancellation due to circumstances or events beyond **EVENTIA**'s control, the amounts paid by the company will be refunded less 15% of the fee for administrative purposes. Rewriting invoices based on incomplete or wrong information provided by the company are subject to a handling fee of 100€ net.

CANCELLATION CONDITIONS

All cancellations are to be sent to **EVENTIA** by e-mail. For cancellations received before 17 August, deposits will be refunded less 15% of the fee for administrative purposes. After this date, no refund will be possible.