Exhibitor Service Manual
Dear EACR-AACR-ASPIC 2020 Partners,

We are pleased to provide you with the EAA 2020 Exhibitor Service Manual.

Enclosed you will find detailed information on key dates, contact information, order forms and various additional facilities and services for the organisation of your exhibition stand as part of your Exhibition Package at EAA-2020 to be held in Lisbon, Portugal.

Thank you for carefully observing the deadlines, guidelines and regulations in this manual.

May I also ask you to please share this information with all staff concerned in your company, as well as any third parties involved on your behalf, with EAA 2020. For your convenience this manual is also available online on www.eaa2020.org

If you have any further queries regarding the above, please do not hesitate to contact us. We are here to assist you and to make sure the EACR-AACR-ASPIC Conference is a fruitful and successful event for all stakeholders.

We look forward to seeing you in Lisbon and wish you an enjoyable Conference!

Kind regards, on behalf of the entire EAA 2020 Team.

Wessel Nieuwenweg
Conference Manager
# Table of Content

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Dates &amp; Deadlines</td>
<td>3</td>
</tr>
<tr>
<td>Exhibition Timetable</td>
<td>4</td>
</tr>
<tr>
<td>Contact Information</td>
<td>5</td>
</tr>
<tr>
<td>Congress Centre</td>
<td>6</td>
</tr>
<tr>
<td>Accommodation and Housing</td>
<td>7</td>
</tr>
<tr>
<td>Freight Forwarding, Shipping &amp; Cargo Lift</td>
<td>8</td>
</tr>
<tr>
<td>Plans and Access</td>
<td>9</td>
</tr>
<tr>
<td>Exhibition &amp; Technical Data</td>
<td>10</td>
</tr>
<tr>
<td>EAA-2020 Stand Packages</td>
<td>12</td>
</tr>
<tr>
<td>Stand Activity, Promotion, Hospitality and Catering</td>
<td>15</td>
</tr>
<tr>
<td>Hospitality and Catering</td>
<td>18</td>
</tr>
<tr>
<td>Build-Up and Dismantling, Access and Badges</td>
<td>19</td>
</tr>
<tr>
<td>External Activities: Guidelines</td>
<td>21</td>
</tr>
<tr>
<td>Industry Meeting Rooms</td>
<td>22</td>
</tr>
<tr>
<td>Order Forms</td>
<td>23</td>
</tr>
</tbody>
</table>
### KEY DATES & DEADLINES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>29 January 2020</td>
<td>Deadline for exhibiting companies to submit company profile and logo for insertion in the Conference publications.</td>
</tr>
<tr>
<td>26 February 2020</td>
<td>Deadline receipt of payment for participants for regular rate group registrations.</td>
</tr>
<tr>
<td>16 February 2020</td>
<td>Deadline to order lead retrieval systems (badge scanners).</td>
</tr>
<tr>
<td>26 February 2020</td>
<td>Deadline to order and/or personalize all exhibitor badges.</td>
</tr>
<tr>
<td>01-02 March 2020</td>
<td>Exhibition build-up &amp; Decoration.</td>
</tr>
<tr>
<td>02-04 March 2020</td>
<td>Exhibition opening days.</td>
</tr>
<tr>
<td>04 March 2020</td>
<td>Exhibition dismantling.</td>
</tr>
</tbody>
</table>
EXHIBITION TIMETABLE

Sunday 01 March 2020
08:00 – 15:00 Hall access for construction of ‘Stand Package Stands’ by the EACR contractors & stand builders.

Important: Modular stands (Stand Packages) will be constructed by the EAA-2020 stand builders and will only be accessible to exhibitors on Sunday 01 March as of 15:00.

For safety reasons no access before this time will be allowed as we will be setting up and constructing exhibition stands, posters boards, etc., inside the exhibition hall.

15:00 – 18:00 Access to all exhibitors to work on their stands inside the hall (decorating only).

Construction must be completed; all goods & materials must be removed from the aisles by 18.00

Monday 02 March 2020
08:00 - 13:30 Stand decoration only, must be completed by 13:30
No construction or heavy building will be allowed in the hall during this time.

14:30 - 19:30 Exhibition opens for delegates & Coffee Break served in the hall.

18:15 - 19:30 Welcome Reception inside the exhibition hall.

Tuesday 03 March 2020
10:00 – 17:00 Exhibition open.
Coffee Break inside the hall: 10:00 – 10:30 and 15:30 – 16:00
Lunch Break & Poster Viewing inside the hall: 12:00 – 14:00

Wednesday 04 March 2020
10:00 – 14:00 Exhibition open.
Coffee Break inside the hall: 10:00 – 10:30
Lunch Break & Poster Viewing inside the hall: 12:00 – 14:00

15:00 - 19:00 Dismantling & take down of the Exhibition by EACR Contractor & Stand Builder.
CONTACT INFORMATION

Conference Secretariat and Professional Congress Organiser (PCO)

The EAA-2020 Conference Secretariat & Conference Organiser can be reached at:

New Way Management EURL
7 Avenue Michel Chevalier
06130 Grasse
France
www.eaa2020.org
eaa2020@newway-management.com

Contact Persons

Overall Conference Management
Wessel Nieuwenweg
eaa2020@newway-management.com
+33 7 86 71 0446

Scientific Programme Management
Wessel Nieuwenweg
EAA2020-scientific@covr.be

Exhibition Management
Wessel Nieuwenweg
eaa2020@newway-management.com
+33 7 86 71 0446

Registration Management (groups & individuals)
EAA-2020 Customer Service Team
EAA2020@covr.be
CONGRESS CENTRE

The EACR-AACR-ASPIC Conference 2020 will be held at the Lisbon Congress Centre (Centro de Congressos de Lisboa), Praça das Indústrias (CCL).

Congress Center Lisboa (CCL)
Praça das Indústrias 1,
1300-307 Lisboa
Portugal

Tel: +351 21 892 1400

For detailed information on the venue and how to reach the CCL, please visit: https://lisbonvenues.pt/en/lisbon-congress-center/localization/

Conference Centre Main Contact Persons

Project Manager (Exhibition Services): Joana Pinto
Event Manager
Praça das Indústrias, 1 - 1300-307 Lisboa
Phone: + 351 21 892 14 11
joana.pinto@ccl.fii.pt

Catering Services & Orders: Inês Oliva
ioliva@sccatering.pt

On-stand delivery, industry symposia, inside meeting rooms etc…

ADDITIONAL FURNITURE & MATERIALS
Please find relevant order forms at the end of this document (page 23) to order additional services any additional materials beyond the stand package offered by the Organisers,
ACCOMMODATION AND HOUSING

The official housing agent for the conference is AIM Group International. They have reserved a large number of rooms at preferential rates in different price categories for the period of the conference.

AIM Group International
Lisbon Office
Avenida Conde de Valbom 6, 5th floor, 1050-068 Lisbon, Portugal
Phone: +351 213245054
Email: eaa2020.hotel@aimgroup.eu

Click here for Online Booking on the AIM Group website

Click here for PDF Booking Form: to be returned directly to AIM Group

Please beware unsolicited contact or advertisements from accommodation providers and 'travel agents'

Accommodation service providers or travel agents may attempt to contact participants and exhibitors, or purchase search engine advertising that makes them appear to be part of the conference. They may offer to book your registration, accommodation, or reduced price flights, claiming to be an official conference partner or part of the 'official housing unit'. Please note that we have no agreement or affiliation with these providers and we recommend that you do not give any information to them.

Our accommodation partner is AIM Group International and you can book through the links above.

Our team handling registrations is called COVR/Netropolix and participants can only register online via www.eaa2020.org/register. COVR staff can be contacted via: eaa2020@covr.be

• Exhibitor passes are handled by New Way Management (Wessel).
FREIGHT FORWARDING AND SHIPPING

Exhibitors that require to ship or send materials to the conference venues can contact the exclusive and inhouse freight handling agent (Merkur Expo) at CCL.

Mauricio Neves
mauricio.neves@merkur-expo.com

CARGO LIFT

The EAA 2020 Exhibition is taking place on 1st floor of the CCL. Exhibitors will have access to a cargo lift. We do like to point out the dimensions and limitations of the Cargo Lift.

Cargo lift dimensions are as follows:

The doors’ dimensions of the cargo lift are:
1.80 width
2.0 height

Inside the cargo lift, the dimensions are:
2.5 length
2.0 width
2.0 height
PLANS AND ACCESS

Exhibition plan
For latest status, the interactive exhibition floorplan is available for consultation [here](#).

An updated exhibitor listing is also available on the Conference [website](#).

Access plan
CCL is easy to reach thanks to excellent road links. The city itself also has an extensive and clearly laid out public transport network. Further information can be found [here](#).

General floor plan
For EAA 2020, the main entrance for all Conference participants will be the venue’s **main entrance**, and conference registration services will be provided at the entrance to Pavilion 4 (upstairs), the EAA-2020 exhibition itself will take place inside **Pavilion 4** (EACR, AACR, ASPIC stands) and **Pavilion 5** (all other corporate stands, posters and catering areas).
EXHIBITION & TECHNICAL DATA

<table>
<thead>
<tr>
<th>Opening hours of the exhibition hall to the Conference Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 02 March 2020</td>
</tr>
<tr>
<td>Tuesday 03 March 2020</td>
</tr>
<tr>
<td>Wednesday 04 March 2020</td>
</tr>
</tbody>
</table>

Conditions of participation

Appointed representatives
If an exhibiting company wishes to appoint an agent/stand builder to conduct its affairs at EAA-2020, the agent should be identified on the application form or separately in writing to EAA-2020 Conference management, by an authorised person within the corresponding company. Once appointed, the actions and communications of this agent/stand builder will be treated as though from the exhibiting company. Contractual responsibility remains with the exhibitor that booked the stand with EACR.

Conference and exhibition layout
The organisers reserve the right to deviate from the stand confirmation and to allocate a stand in a different location, to alter the size of the stand, to re-locate or close entrances and exits on the exhibition grounds and/or in the congress centre and to carry out any other structural alterations providing it has a substantial interest in such measures.

Stand moves
The organisers reserve the right to make changes in the layout of the exhibition, as well as in the stand assignment in the unlikely event that unforeseen circumstances make this necessary. Alterations to the agreement will only be made after mutual consultation. If in such cases the interests of the exhibitor are unreasonably impaired, the exhibitor may withdraw from the contract in writing within 1 week after receipt of notification of the type of alteration. The organisers accept no responsibility for any damage which may result from such changes.

Subtenants and other represented companies
Sharing the allocated stand area with another company, regardless of whether this company is represented by its own staff (subtenant) or only by its own exhibits (represented company), is not permitted. This applies equally to companies with products or services aligned to a registered exhibitor. Should a registered exhibitor wish to exhibit in association with another organisation, the organisers will endeavour to offer additional exhibit space, where available, under normal conditions of sale. If an exhibiting organisation has multiple corporate identities but shared ownership, the organisational relationship must be made clear to delegates. Transfer, even in part, of the rights and obligations arising from the rental contract to third parties is not permitted.

Security and insurance
Neither the organisers nor its contractors shall be responsible for the safety of any exhibit or other property of the exhibitor or any person. Neither the organisers nor its contractors shall be responsible for the loss, damage or destruction by any cause of the exhibits or other property, or for loss, damage or injury sustained by any exhibits or any other persons. The exhibitor shall indemnify the organiser and its contractors to third persons, as a result of any act or omission of the exhibitor, staff, agent or personnel hired on a temporary basis to staff the exhibition stand. Since the organisers and its contractors will accept no responsibility for any of the foregoing matters, the exhibitor should take out appropriate insurance to cover any loss due to theft or negligence, damage, injury or liability. The exhibitor agrees not to pursue the organisers for any aforementioned risks.
The exhibition accompanying EAA-2020 will be held in Pavilion 5 of CCL.

The minimum exhibition space is 9m². Stands sold as part of the Sponsorship Packages are all 9m2.

All services (electricity, telephone, etc.) will reach stands via the service ducts located in the floor.

Electricity, other than what is already included in the provisions of the stand & materials offered by the organisers must exclusively be ordered with CCL.

**Exhibition Area information**

- The ceiling height is 2.79 m in Pavilion 5
- The maximum allowed stand height is 2.5 m.
- There is daylight in the exhibition area.
- There are some pillars in the Pavilion.
- The exhibition hall is covered with a tile floor. Exhibition space - as part of the stands - will be carpeted. We will not carpet in the aisles or other areas.
- Floor loading capacity is 200 kg/sqm.
- Power supplies and other utilities will be supplied into your stand via ducts in the floor. Basic provisions are included in the stand package provided to exhibitors. You can order additional items via the order forms (page 27).
- Suspension of banners/signage from the ceiling is not allowed. Personalization and or additional branding of your stand (walls) is possible and need to be arranged with the local contractor.
EAA-2020 STAND PACKAGES

Shell scheme stands

As part of your Sponsorship Package an all-inclusive stand package will be provided and will consist of the following material and services at no extra cost to the exhibitors:

3’3 SQM = 9 SQM Stands

- Carpet: supply and laying of the carpet.
- Structure: modular aluminium structure + panel.
- Furniture: conference chairs (2) + table (1) + reception desk (1) + stools (1) + flyer holder (1) + wall hanger (1) + trash can (1).
- Graphic: 1 forex panel with company name.
- Electricity supply: 1 electric supply (plug).
- Cleaning: first cleaning before opening.

All Exhibitors who require or wish to add additional material, furniture, additional branding or services other than those listed above are welcome to make arrangements and payments directly with the local contractor and/ or order through the order forms on page 23. Additions can be made to the above packages by the exhibitor directly; however, substitutions or reductions are not allowed.
**Constructed stand height**
The maximum building height is restricted by the organisers and is set at 2.5m in Pavilion 5.

**Separation walls**
All stands will be corner stands (2 open sides) and will be separated from the neighbouring stand(s) by means of a separation wall. In principle, this separation will be 2.50m high, and finished on all sides.

**Back walls**
The rear side of each stand may be designed, branded or decorated by the exhibitor to whom this stand belongs, provided that the interests of the neighbours are not affected thereby.

**Stand flooring**
The stand area floors will be adequately covered (carpet). The floor area of the stand cannot be covered with paint or glue. Carpet will be held down with exhibition approved double sided tape only, which is easily removed by the exhibitor or their contractor.

**Presentations and quizzes**
Companies wishing to arrange or sponsor scientific and educational sessions are invited to purchase and arrange packages including an industry symposium slot (Elite or Premium). Exhibition space is intended to display scientific information on products and/or services; therefore, positioning large presentations and holding educational/scientific lectures on the stand areas is not permitted as such.

This does not exclude companies from giving product-based presentations, quizzes or demonstrations on their stand but these should avoid crowd gathering in the aisles and obstructing general traffic flows within the exhibition hall.

The focus of presentations should be product-related information. If Key Opinion Leaders (KOLs) are employed as presenters, their presence should be discrete and not publicly advertised. The same rule should apply for areas dedicated to quizzes: they should be positioned well within the stand area and sound levels should not interfere with neighbouring stands.

**Suspension points**
Hanging or dropping anything (visuals, signage, banners) from the ceiling or fixed walls of the exhibition hall is not permitted.

**Cleaning and refuse collection**
During exhibition opening times, the Conference Secretariat will arrange for the general cleaning of the venue and the aisles – that is, daily waste left by delegates. Exhibitors are responsible for cleaning their own exhibit and disposal of waste generated before, during and after the event.

Exhibitors should manage (contract and pay for) their large waste removal if necessary “Wild tipping” or disposing of bulk waste items within exhibit hall(s) or CCL grounds without payment will be considered a serious violation of these regulations.

**IMPORTANT:** Unattended rubbish (waste) left in the aisles during exhibition opening hours will be removed at the exhibitor’s expense.
General materials
Stand construction, installation of materials and poster supporting structures should be sufficiently stable to ensure public safety. Exhibit cases and displays should be sanded down/finished to ensure that they will not inflict cuts. Clear glass elements should display warning signs at eye level.

Smoking ban
Smoking is prohibited in all public indoor areas, including privatised areas of exhibit space. This ban includes electronic cigarettes.

Emergency exits
Escape routes and emergency exits (indoors and outdoors) should be kept free of any obstruction and be kept in full view at all times. Similarly, for firefighting equipment: fire safety signs and emergency wall phones; no products/company signs, decorations or stand roofs should be placed above an emergency exit or any other existing signs.

Goods not allowed
The following goods are not admitted into CCL:
- Goods causing nuisance by their smell or otherwise, or appliances emitting objectionable noises or radiating disturbing light; any hazardous objects that have not been mentioned in the stand construction design but have been introduced by the exhibitor.

Storage of flammable goods
Empty packaging, rubbish, trash, wood, paper, straw, cardboard and other flammable material must not be stored on the stands.

Responsibility
Exhibitors are fully responsible for all displays and demonstrations they organise.

Organiser’s security
EAA-2020 undertakes the general surveillance service of CCL both day and night.

Extra security
Exhibitors can request extra stand security via the CCL.

Valuable goods
The exhibitor shall be responsible for the surveillance of his/her stand and exhibit during the exhibition opening hours. Exhibitors are recommended to pay closer attention to the exhibits during the stand construction and dismantling periods. Valuable objects, which may easily be removed, should be locked away during the night. The organisers accept no responsibility for goods stolen from exhibits at any time.

Exhibitors should not leave removable/valuable goods unattended on the stand at any time; particular attention should be given to goods awaiting collection from the freight forwarder or shipper.

Insurance
While on the premises, exhibition goods and packaging materials shall be insured at the expense and risk of the exhibitor. Exhibitors should therefore contact their own insurance company. Exhibitors will be liable for the safety of participants on and around their stand area. In accepting the terms of sale, the exhibitor undertakes to indemnify the organisers against any and all losses resulting from an unsafe construction, unsafe exhibits, or the actions/inactions of its staff. EAA-2020 requires all exhibitors to provide adequate insurance cover for public liability protection.
**Catering**

All stand catering offered within exhibit areas should be ordered from the inhouse caterer exclusively. Contact Person: ioliva@sccatering.pt

Exhibitors may not sell food or drink for consumption on the premises. All companies offering hospitality are reminded of their responsibilities for hygiene and food safety. Exhibitors are also encouraged to guarantee healthy and balanced catering service to the conference delegates.

**Customs, taxes and duties**

The exhibitor will pay the various taxes and duties owed resulting from his/her participation in the exhibition.

**Wi-Fi**

Free Wi-Fi for Conference participants will be made available in the exhibition hall. Exhibitors needing additional or dedicated internet networks are advised to order their own internet connections with CCL directly. The order can be processed via the order forms.

**STAND ACTIVITY, PROMOTION, HOSPITALITY AND CATERING**

Each exhibiting company will be listed in the EAA-2020 Conference website and onsite publications with their company name, stand number, contact person and email address, as well as be included in the Congress App.

**Company profile (see attached form)**

A 60-word description of your company and contact information to be used for congress publication online and in the Congress App.

Deadline to submit your company profile to eaa2020@newway-management.com is 29 January 2020.

**Audio and visual activities**

The projection of films and slides, any amplification with the aid of loudspeakers, the production of music and/or sound as well as the use of lighting, computer monitors, and television screens is acceptable within the stand space if no disturbance is caused. Sound and lighting effects should be contained within each stand area. If the organisers consider that a disturbance is being caused the exhibitor is to halt the activity immediately. If this is not done, the organisers reserve the right to make the necessary arrangements at the expense of the exhibitor. Refusal to lower the sound level or abandon an activity upon request will be considered a violation of these regulations.

Licensing for any copyrighted work is the sole responsibility of the exhibitor.

**Photography and filming**

The exhibitor is entitled to photograph or film their own exhibition stand during exhibition hours.

**Quizzes**

Quizzes of a scientific and educational nature can be held at the stand. Interactive technology-based quizzes are accepted provided their focus remains scientific and they have no negative impact on the exhibition area or other rules within this document. Quizzes may be operated at any time during exhibition opening hours provided the focus is on the scientific content presented on the exhibit.
Quiz prizes
Participation may be rewarded with a prize. In the unlikely event that the purchase value of a prize is questioned by the organisers or local authorities, each exhibitor is expected to show proof of purchase value – either before or during the Conference.

Giveaways
Notwithstanding the legal responsibilities of each exhibitor at his/her own stand, the EAA-2020 Organising Committee has accepted the policy that small giveaways are acceptable at the exhibition with a maximum retail value of €10. The distribution of giveaways should be low profile and should in no way overshadow the main activity of the stand. The activity must not disturb neighbouring stands or cause queues outside the stand area and in the aisles.

Giveaway items should:
• Be legal & acceptable in the Conference host nation, in terms of the item itself, the value, and the product it advertises.
• Not exceed €10 in value – proof of value must be provided during the Conference if requested by the organisers.
• Be safe for the user and not endanger the health or reputation of conference participants, or the EACR, AACR or ASPIC.

Distribution of giveaways and printed materials
Distribution or display of materials by an exhibitor or its agents is limited to:
   o the company’s exhibition space only (stand);
   o the “display area” which will be specially set up for that purpose and marked as such and for all to use freely;

In the case of printed material, the intellectual ownership of content should not be a cause for dispute and images should not cause offence. Additionally, any quoted references should be clear and follow internationally accepted principles; scientific claims should be based on accepted evidence. The organisers’ decision on such matters will be considered final.

Special effects
“Special effects” lights, laser, sound and video projection/recording on the stand will only be allowed when the effect is limited to the stand area and providing that there is no health or safety risk.

Prohibited activities
Exhibitors are not allowed:
• To display or use names or trademarks which may be misleading or cause hindrance to the exhibitors at other stands or to EAA-2020 visitors.
• Barring exemption applied for and granted, to sell goods against surrender of the purchased items or to receive money in any way for goods sold or offered for sale or for services rendered.
• To affix ‘sold-tags’ to goods on display.
Stands should not be dismantled or removed prior to the end of the exhibition.

Staffing on stands
The exhibitor shall make sure that either he/she or a person authorised by him/her is present at the stand at all times during opening hours of the exhibition. Unattended stands are a security risk to the exhibitor and, during open periods, are discourteous to delegates, fellow exhibitors and the organisers. Such cases will be considered as a violation of regulations.
**Promotion rights**
The use of any EAA-2020 corporate branding and visuals is strictly forbidden in any advertising, publicity, signage, product, printed matter, film, video, other media, etc. without prior request and subsequent written approval from the EACR Communications and Marketing Manager.

The exhibitor is entitled to the use of the Conference logo and branding on invitations and promotional documents directly related to his/her participation in the exhibition. The Conference logo and branding can be obtained in electronic format from the organisers. Only the official logo can be used. A print proof is required by the organisers for authorisation before printing. The unauthorised use of the logos is strictly prohibited. Please contact New Way Management to obtain Conference branding files.

**Codes of Practice & Legal Compliance**
All companies and associations exhibiting at EAA-2020 are advised to consult the guidelines and codes of practice applicable in Portugal. By signing the relevant application form to participate at the EAA-2020, each company or organisation agrees to and confirms that it has reviewed the advice and guidelines which determine the applicable codes of practice in Portugal and that it will be adhering to all relevant codes and accepts all liability in all cases of non-compliance with these codes.

The following codes that EAA-2020 is familiar with & believes are important to review are available online:

- INFARMED – National Authority of Medicines and Health Products
  [www.infarmed.pt/web/infarmed/infarmed](http://www.infarmed.pt/web/infarmed/infarmed)

- EFPIA – European Federation of Pharmaceutical Industries and Associations

- IFPMA – International Federation of Pharmaceutical Associations

- EucoMed – Represents the European Medical Technology Industry
  [www.eucomed.be/key-themes/ethics](http://www.eucomed.be/key-themes/ethics)

- COCIR - the European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry
  [www.cocir.org/site](http://www.cocir.org/site)

- The European Accreditation Council for CME (EACCME)
  [www.uems.eu/uems-activities/accreditation/eaccme](http://www.uems.eu/uems-activities/accreditation/eaccme)

In all cases, exhibitors are solely responsible for ensuring that their promotion during the Conference is legally and ethically acceptable in Portugal.

**Children**
Children under the age of 18 are not permitted inside the Conference venues. Exhibitors and their agents are advised that their staff must be over the age of 18 and legally entitled to work within a European country.
Animals
Animals are not allowed in the exhibition and should not be used on exhibits. Trained guide dogs for those with visual impairments are permitted but please advise a member of the staff on entry to the congress centre.

HOSPITALITY AND CATERING

To attract conference participants to the stands, exhibitors are welcome and encouraged to provide additional food and beverage services directly on their stands as clearly outlined in this manual. We invite exhibiting companies to contact the caterer via ioliva@sccatering.pt to discuss options and place orders.
BUILD-UP AND DISMANTLING, ACCESS AND BADGES

During the construction phase, working passes or exhibitor badges must be worn by all personnel and photo-id (e.g. passport, ID, or driving licence) carried.

Stand personnel wearing an exhibitor badge may enter the exhibition hall one (1) hour before the opening of the exhibition to prepare for the day and stay one (1) hour after closing times to clean up.

**Exhibitor badges**
Exhibitor registration is reserved for staff working directly in the organisation and management of exhibits. Individuals wishing to visit the exhibition should purchase a delegate registration (full or day access).

**Exhibitor registration**
Exhibitors must wear their official EAA-2020 badges clearly visible at all times when in the exhibition area or any other part of the building. The wearing of any other badge, including company ID badges, is not sufficient and will be considered as a violation of the guidelines. Exhibitor badges are for exhibiting company employees and agents of such companies only.

**Validity**
Per 9 square metre stands, (two) 2 complimentary exhibitor badges are offered and will allow access to the exhibition hall and the full Conference Scientific programme.

Additional exhibitor passes with access only to the exhibition hall, for booth personnel and vendors can be purchased at 75€. Please contact New Way Management to make these arrangements. Additional passes that also allow access to the Scientific Sessions can be purchased via: https://www.eaa2020.org/register

When companies apply for badges, it is understood that they will provide them only to company employees and/or stand vendors. Proof of affiliation may be requested on site.

**Exhibitor badges with company name and/or individual name**
Only exhibiting companies can have exhibitor badges. It is essential that the company name is the same as provided for the exhibitor listing and on the order form. Exhibitors are entitled to a certain number of these badges for free, if ordered within the given deadlines.

You may choose how your badges are printed: either company name only, or individual name and company name. Simply indicate your preference when registering using the Exhibitor Badge Order Form:

**Deadline to order & activate (free) exhibitor badges is 26 February 2020.**
**Additional exhibitor badges**
If the number of free exhibitor badges is insufficient, extra badges may be purchased as outlined above.

All exhibitor badges must be ordered completing the **attached** Exhibitor Badge Order Form and by emailing raul@newway-management.com.

Exhibitor badges ordered on-site must be paid for directly on collection at the Exhibitor Registration Desk by credit card (Visa, MasterCard and Amex). Lost badges cannot be replaced. In this case, a new exhibitor badge may be ordered. Unused badges will not be credited, regardless of circumstances.

**Optional Conference Dinner Ticket**
Access to the optional Conference Dinner on Tuesday 03 March is included in the complimentary exhibitor badges.

**Hostess badges**
SpringEvents is the official partner to hire hostesses to work on the stands and we strongly encourage all exhibiting companies to contact them for hostess services if so required. Hostesses hired through the official partner do not need to wear an exhibitor or Conference badge. Hostesses hired through a different agency have to wear a valid exhibitor badge, which has to be ordered by the exhibiting company by the deadline. **Hostess service can be ordered via the order forms.**

**Exhibitor badges collection**
All exhibitor badges should be collected at the Exhibitor Registration Desk by the official contact person. They are not sent in advance of the Conference.

An Exhibitor Registration Desk will be available in the general registration area (Pavilion 4).

**Opening times**
- Sunday 01 March: 15:00 - 19:00
- Monday 02 March: 08:00 - 19:30
- Tuesday 03 March: 07:30 - 17:00
- Wednesday 04 March: 07:30 - 14:00

Registered exhibitors may access the exhibition hall during set-up and dismantling times by showing their exhibitor badge at the entrance.
EXTERNAL ACTIVITIES: GUIDELINES

The following guidelines and policies are applied during the EAA-2020 Conference.

Unofficial Industry Symposia
Companies are not permitted to organise unofficial industry symposia or similar corporate-organised events that are open and free for the general conference participants to attend, either on, or off site. Unofficial industry symposia or corporate events may not take place during the period extending from the start of the first sessions (11:30) as of Monday 02 March 2020 until and including the end of the last hour of the Conference on Wednesday 04 March at 14:00.

Social Events
Companies and organisations are welcome and encouraged to organise social networking events such as dinners and receptions during the framework of the Conference, but these social gatherings may not be organised in parallel with any of the scientific conference sessions or in parallel with the Optional Conference Dinner.

Closed Meetings
Limited meeting space is available at the congress centre as part of the EAA-2020 space allocation to organise smaller closed business meetings such as (advisory) board meetings, investigator meetings, etc. Small (closed) meetings may take place in parallel with official congress sessions provided they do not convene large groups of people. The guiding principle of this policy is to avoid attendees missing conference scientific sessions. These meetings may only be attended by invited participants upon invitation only and may not be open to the general congress participants.
INDUSTRY MEETING ROOMS

A LIMITED number of meeting rooms are available for rental by companies supporting the Conference. Seating up to 20 people boardroom style, the rooms are available for a range of rental periods.

Meeting rooms are closed rooms for business meetings only and may not be used to exhibit a company’s products or to organise activities, such as press conferences, industry symposia, educational and Meet-the-Expert sessions or as hospitality suites. All persons requiring access to the meeting room must be duly registered with the EAA and have a valid conference badge (industry, delegate, or day badge).

For more information, pricing and availability please contact Wessel Nieuwenweg via:
eaa2020@newway-management.com
ORDER FORMS

PLEASE SEE SEPARATE ZIP FILE WITH FOLLOWING ORDER FORMS AVAILABLE FOR:

- Rental of Lead Retrieval Scanners
- AV Equipment
- Electrical Services
- Information Technology
- Cleaning Services
- Furniture (see separate PDF brochure with all options)
- Signage