Dear Supporter,

We are happy to present you with the MASCC/ISOO 2018 Supporters Symposia Manual. This manual covers important information and is designed to assist in preparing for your Symposium. We trust that you will find it helpful and suggest that you read all the information presented. It will take you very little time now, and could save you a great deal of time later.

The Annual Meeting on Supportive Care in Cancer takes place on **June 28-30, 2018** at the **Messe Wien Exhibition & Congress Center, Vienna, Austria**.

**Messe Wien Exhibition & Congress Center**  
Congress Center  
Messeplatz 1  
1021 Vienna, Austria  
Website: [www.messecongress.at](http://www.messecongress.at)

A block of rooms has been reserved for the MASCC 2018 conference participants and supporters at a discounted rate. Hotel reservations can be made via the conference website:  

*Kindly note: The supporting company, in addition to the support fee, must cover all speakers’ expenses, including registration fees, accommodation and travel expenses. This also applies in the case where the Sponsored Symposium speakers have already been invited by the Meeting.*

You are welcome to visit the Meeting website: [http://www.masccmeeting.org/](http://www.masccmeeting.org/) for updated information regarding the MASCC 2018 Meeting and Exhibition.

Please do not hesitate to contact me for further information or assistance. We look forward to welcoming you in Vienna and wish you a successful Symposium.

Warm regards,

Michal Lelcuk  
Exhibition & Industry Coordinator
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Section 1: Symposium Related Contact Information

Meeting Organiser and Secretariat
Kenes Group
Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488 | Fax: +41 22 906 9140
E-mail: mascc@kenes.com

Exhibition Manager and Industry Symposia Coordinator
Michal Lelcuk
Tel: +41 22 908 0488 Ext: 523 | E-mail: mlelcuk@kenes.com

Programme Coordinator
Irina Bespalova
Tel: +41 22 908 0488 Ext: 939 | E-mail: ibespalova@kenes.com

Audio Visual Coordinator
Mike Perchig
E-mail: nest@nest-av.com

Industry Liaison & Sales Associate
Noa Freilich Pollack
Tel: +41 22 908 0488 Ext. 900 | E-mail: nfreilich@kenes.com

Registration Manager
Maya Smith
Tel: + 00359 2 465 2893 | E-mail: msmith@kenes.com

Hotel Sales Manager
Shirley Raphaely
Tel: +41 22 908 0488 Ext: ext. 586 | E-mail: sraphaely@kenes.com

Meeting Planner
Orna Gilboa
Tel: +41 22 9080488 ext. 976 | E-mail: ogilboa@kenes.com

Senior Account Manager
Ira Hajdamacha
E-mail: Ir@kenes.com
Section 6: Contractors

Catering
Catering is exclusive to Messe Wien Exhibition & Congress Center, and should be requested in advance. Supporters who wish to order food and beverages for their symposium, meeting/hospitality room or exhibition booth, are welcome to do so directly with the Official Contractor:
Gerstner Exhibition & Congress Catering
Ms. Andrea Jann
Director of Exhibition & Congress Catering
Tel: +43 1 743 44 22 7811
Fax: +43 1 743 44 22 7838
Mobile: +43 676 849 516 300
jann@gerstner.at

All food and beverage requests must be ordered through the official caterer.
Kindly place your order no later than Monday, June 11, 2018.

Official Stand Contractor
Graphics\ Floral & Plants
STANDOUT
Contact: Martin Moser
T: +43 1 727 20 6207
Email: Martin.Moser@standout.eu

Hostesses Service
Please contact the exhibition manager for details.
## Section 2: Deadlines Table

According to your sponsorship contract, please submit all relevant deliverables for your industry sessions as per the following timeline:

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Deadline</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Hotel Reservation</td>
<td>As soon as possible</td>
<td>Shirley Raphaely&lt;br&gt;<a href="mailto:sraphaely@kenes.com">sraphaely@kenes.com</a></td>
</tr>
<tr>
<td>Payment of Invoice Balance</td>
<td>Must be received in full one week prior to the Conference</td>
<td>Pazit Hochmitz&lt;br&gt;<a href="mailto:phochmitz@kenes.com">phochmitz@kenes.com</a></td>
</tr>
<tr>
<td>Symposium Final Program (for approval by Scientific Committee)</td>
<td>Monday, April 23, 2018</td>
<td>Via Exhibitor’s Portal&lt;br&gt;&lt;a href='https://exhibitorportal.kenes.com'&gt;<a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>&lt;/a&gt;</td>
</tr>
<tr>
<td>Program Book Advertisement (for approval by Scientific Committee)</td>
<td>Monday, April 23, 2018</td>
<td>Each sponsor/exhibitor has been contacted with login details to access the Exhibitor’s Portal.</td>
</tr>
<tr>
<td>Lead Retrieval Wireless Barcode Readers Order</td>
<td>Friday, June 15, 2018 (subject to availability)</td>
<td>Main contact person: Michal Lelcuk&lt;br&gt;<a href="mailto:mlelcuk@kenes.com">mlelcuk@kenes.com</a></td>
</tr>
<tr>
<td>Graphics, Floral and plant arrangements</td>
<td></td>
<td>STANDOUT&lt;br&gt;Contact: Martin Moser&lt;br&gt;Email: <a href="mailto:Martin.Moser@standout.eu">Martin.Moser@standout.eu</a></td>
</tr>
<tr>
<td>Hostesses Service</td>
<td></td>
<td>Please contact: Michal Lelcuk&lt;br&gt;<a href="mailto:mlelcuk@kenes.com">mlelcuk@kenes.com</a> for details</td>
</tr>
<tr>
<td>Catering Services</td>
<td>Monday, June 11, 2018</td>
<td>Gerstner Exhibition &amp; Congress Catering&lt;br&gt;Ms. Andrea Jann, &lt;a href='mailto:jann@gerstner.at'&gt;<a href="mailto:jann@gerstner.at">jann@gerstner.at</a>&lt;/a&gt;</td>
</tr>
<tr>
<td>Promotional Mailshot - Mail Blast Mail Blast Form</td>
<td>Friday, May 25, 2015</td>
<td>Main contact person: Michal Lelcuk&lt;br&gt;<a href="mailto:mlelcuk@kenes.com">mlelcuk@kenes.com</a></td>
</tr>
<tr>
<td>APP Push Notification APP Push Notification Form</td>
<td></td>
<td>Main contact person: Michal Lelcuk&lt;br&gt;<a href="mailto:mlelcuk@kenes.com">mlelcuk@kenes.com</a></td>
</tr>
</tbody>
</table>

### Shipping & Material Handling Services

- **Door to door shipments:** Please contact <i>Hermes</i><br>Zehavit Akerman
- **Airfreight shipments:** Please contact <i>Hermes</i><br>Zehavit Akerman
- **Shipment via Germany warehouse:** No later than Sunday, June 17, 2018
- **Direct to the Venue:**
  - Wednesday, June 27 for space stands only 09:30-21:00
  - Wednesday, June 27 For Shell Scheme Stands 15:00-21:00
Section 3: Timetable

The timetable with the companies’ names will be published on the Meeting website.

<table>
<thead>
<tr>
<th>Supporter</th>
<th>Date</th>
<th>Session Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tesaro</td>
<td>Thursday, 28/06/2018</td>
<td>12:00-13:30</td>
<td>Strauss 1+2</td>
</tr>
<tr>
<td>Angelini</td>
<td>Thursday, 28/06/2018</td>
<td>17:15-18:15</td>
<td>Strauss 3</td>
</tr>
<tr>
<td>TBA</td>
<td>Friday, 29/06/2018</td>
<td>08:00 – 09:00</td>
<td>Stolz 1+2</td>
</tr>
<tr>
<td>Helsinn</td>
<td>Friday, 29/06/2018</td>
<td>12:35-14:05</td>
<td>Strauss 3</td>
</tr>
<tr>
<td>Kyowa Kirin</td>
<td>Friday, 29/06/2018</td>
<td>17:40-18:40</td>
<td>Strauss 3</td>
</tr>
<tr>
<td>TBA</td>
<td>Saturday, 30/6/2018</td>
<td>07:30 – 08:30</td>
<td>Strauss 1+2</td>
</tr>
</tbody>
</table>

Important notes:

- Timetable & Halls are subject to changes.
- Industry Session not included in main conference CME/CPD credit
- Food can be taken into session halls
- In order to set up the hall prior to the start of your Symposium, we would recommend arriving to your Symposium at least 10 minutes prior to the symposium start time, where a member of the Logistics Team will be available should you need any assistance.
- We ask presenters to follow the time schedule precisely in order that the day’s events may run smoothly. An updated Scientific Timetable can be found on the MASCC 2018 website (click here)

Technical rehearsal

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com
Symposia Passes

Each company is entitled to 10 Symposium badges which allow access to its symposium only (Individual names will not appear on the badges). Symposium badges can be collected 2 hours prior to the session from the Onsite Registration Desk and should be returned to the desk after the session ends.

Registration opening hours (subject to change)

<table>
<thead>
<tr>
<th>Date</th>
<th>Registration Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday June 28 2018</td>
<td>07:00 - 20:00</td>
</tr>
<tr>
<td>Friday June 29 2018</td>
<td>07:30 - 18:45</td>
</tr>
<tr>
<td>Saturday June 30 2018</td>
<td>07:30 - 16:15</td>
</tr>
</tbody>
</table>
### Strauss 1+2 - Hall Technical Details

<table>
<thead>
<tr>
<th>Hall Capacity &amp; Layout</th>
<th>860 theater style</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall Size</td>
<td>934 Sqm</td>
</tr>
<tr>
<td>Ceiling</td>
<td>Approx. 7m</td>
</tr>
</tbody>
</table>
| Stage Size             | Head table stage: 4m(W) X 3m(L)  
  Lectern stage: 2(W) X 2m(L) |
| Speaker Lectern        | W | H |
| Banner dimensions      | NA - Electronic Banner  
  as can be seen under the AV section |
| Head Table             | 280cm | 75cm |
| *Banner Dimensions     | Two modules will be used measuring  
  280cm wide x 75cm high  
  Each module is 140cm wide x 75cm high  
  Sufficient seating for up to 4 persons |
### Strauss 3 - Hall Technical Details

<table>
<thead>
<tr>
<th>Hall Capacity &amp; Layout</th>
<th>400 theater style</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall Size</td>
<td>486 Sqm</td>
</tr>
<tr>
<td>Ceiling Height</td>
<td>Approx. 7m</td>
</tr>
</tbody>
</table>
| Stage Size             | Head table stage: 4m(W) X 2m(L)  
Lectern stage: 2(W) X 2m(L) |
| Speaker Lectern        |                   |
| *Banner dimensions     |                   |
| W                      | H                 |
| 57cm                   | 115cm             |
| Head Table             |                   |
| *Banner Dimensions     |                   |
| W                      | H                 |
| 280cm                  | 74cm              |
| Two modules will be used measuring  
280cm wide x 75 cm high  
Each module is 140 cm wide x 75 cm high  
Sufficient seating for up to 4 persons |

### Stolz 1+2 - Hall Technical Details

<table>
<thead>
<tr>
<th>Hall Capacity &amp; Layout</th>
<th>390 pax Theater style</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceiling Height</td>
<td>Approx. 3.5m</td>
</tr>
<tr>
<td>Hall Size</td>
<td>487 Sqm</td>
</tr>
<tr>
<td>Stage Size</td>
<td>6m(W) X 2m(L)</td>
</tr>
<tr>
<td>Speaker Lectern</td>
<td></td>
</tr>
<tr>
<td>*Banner dimensions</td>
<td></td>
</tr>
<tr>
<td>W</td>
<td>H</td>
</tr>
<tr>
<td>57cm</td>
<td>115cm</td>
</tr>
<tr>
<td>Head Table</td>
<td></td>
</tr>
<tr>
<td>*Banner Dimensions</td>
<td></td>
</tr>
<tr>
<td>W</td>
<td>H</td>
</tr>
<tr>
<td>280cm</td>
<td>74cm</td>
</tr>
</tbody>
</table>
| Two modules will be used measuring  
280cm wide x 75 cm high  
Sufficient seating for up to 4 persons |
Each module is 140 cm wide x 75 cm high

The lectern and table can be branded exclusively by STANDOUT, the official stand contractor.
Contact details can be found on page 4
Location and Layout

*Level 0 (Ground Floor)*

For the layout in PDF file, please [click here](#).

*Level 1*

For the layout in PDF file, please [click here](#).
Hall Strauss 1+2

- Large front projection screen, image of at least 6 meters wide
- Data projector (at least 14000 ansi-lumens, resolution of at least 1024x768) to project the PowerPoint presentations or the Video/face of speaker (during discussions).
- Data/Video control system, including a seamless Data/Video switcher and all necessary cabling
- Fixed video camera, to capture the face of the speaker at the lectern for live close-circuit projection during presentations.
- 40” Confidence monitor in front of the head table, showing the same PowerPoint image as being projected on the large picture-in-picture “window” on the main front projection screen.
- Laptop computer for PowerPoint presentations, located at the lectern and networked to the Speakers’ Ready Room.
- Vertical 42” Plasma screen in front of the lectern, facing the audience, projecting a presentation with the name of the speaker and logo (see photo below)*.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 8 wired microphones (3 head table, 2 lectern, Questions & Answers) with stands (floor/table), 1 wireless tie-clip microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table on the stage.
- Lighting system, illuminating the lectern and the head table.
- Colorful Lighting along the stage.
- 3 x AV technicians to operate the above-mentioned systems.

For demonstration only

For Sponsors’ Symposia being held in the Strauss 1+2, the company “virtual” banner in front of the lectern and will be projected. Please contact the Audio-Visual Coordinator, Mr. Mike Perchig (e-mail: nest@nest-av.com), in order to design the images according to the required resolution. The “virtual” banner can include the title of the Symposium and the name and logo of the Sponsor.
**Hall Strauss 3**
- Large front projection screen, image of at least 4.8 meters wide
- Data projector (at least 6500 ansi-lumens, resolution of at least 1024x768) to project the PowerPoint presentations.
- 40” Confidence monitor in front of the head table, showing the same PowerPoint image as being projected in the main front projection screen.
- Laptop computer for PowerPoint presentations, located at the lectern and networked to the Speakers’ Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 5 wired microphones (2 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless tie-clip microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 1 x AV technician to operate the above-mentioned systems.

**Hall Stolz 1+2**
- 2 x front projection screen, image of at least 3.6 meters wide each.
- 2 x Data projector (each: at least 4000 ansi-lumens, resolution of at least 1024x768) to project the PowerPoint presentations.
- 32” Confidence monitor in front of the head table, showing the same PowerPoint image as being projected in the main front projection screens.
- Laptop computer for PowerPoint presentations, located at the lectern and networked to the Speakers’ Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 5 wired microphones (2 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless tie-clip microphone and connection to sound from computers (mini PL plug) at the lectern.
- 1 x AV technician to operate the above-mentioned systems.

**Data Presentations**
Please bring the PowerPoint presentation/s (or any other PC based application) on USB Memory stick and load it on one of the Meeting computers in the Speakers’ Ready Room during Speaker’s Ready opening hours no late then 1 hour before the start of the Symposium.
If using own laptop for Presentation (PC compatible or Mac) please refer to the Meeting website, under ‘Instructions for Oral Presentations’, where the full instructions will be published.

As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the Presentations during the rehearsal. Please make arrangements directly with the Conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

**Speakers Ready Room Opening Hours (subject to change)**

<table>
<thead>
<tr>
<th>Date</th>
<th>Speaker Ready Room Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday June 28 2018</td>
<td>07:00 – 18:15</td>
</tr>
<tr>
<td>Friday June 29 2018</td>
<td>07:30 - 18:45</td>
</tr>
<tr>
<td>Saturday June 30 2018</td>
<td>07:00 - 16:00</td>
</tr>
</tbody>
</table>
Section 5: Symposium Promotion

Symposium Title and Program

If there are any changes to your symposium title or program, or you have not yet provided your complete program details, please inform Ms. Michal Lelcuk at: mlelcuk@kenes.com, no later than Monday, April 23, 2018. The proposed program should include:

- Symposium title
- Date, time and hall name
- Chair name, e-mail and country
- Speaker lecture titles, speaker name, email and country

Final Mini-Program Advertisement

For supporters entitled to adverts in the final mini-program as per their signed contract, please email adverts to Ms. Michal Lelcuk mlelcuk@kenes.com no later than Monday, April 23, 2018. in one of the following formats at a resolution no less than 300 dpi: EPS, Illustrator, JPG or PDF.

Please refer to the diagram hereunder for advert dimensions for the final mini-program.
MINI
140 mm x 90 mm

COLOR
CMYK
(all colors converted to PROCESS)

FILE FORMATS
PDF - PRESS settings
EPS - 300 dpi at size to be printed
JPG - 300 dpi at size to be printed

Vector files:
ILLUSTRATOR (ai) - include fonts or convert fonts to paths
FREEHAND (fh) - include fonts or convert fonts to paths
Symposium Signage

Symposium supporters have the option to create promotional signage according to the below guidelines. The symposium signage should be produced and provided by the company. **Please note that it is not permitted to use the MASCC/ISOO logo on any of the symposia materials.**

The following may be displayed (produced and provided by the Supporter):

1. **Session Hall Signage**
   - **Self-Standing Sign**
     One stand-alone sign to be placed at the entrance of the session hall 30 minutes prior to the sessions published start time.
   - **Stage Banners (optional)** - The following may be displayed (and provided by the Supporter):
     - 1 x free standing vertical sign to be placed on/next to the stage. **Maximum dimensions:** W150cm x H250cm.
     - 1 x horizontal sign placed in front the head table facing audience. (For dimensions, please refer to Section 4: Symposium Session Hall).
     - 1 x Vertical sign placed in front of the speakers’ lectern facing audience. (For dimensions, please refer to Section 4: Symposium Session Hall).

2. **Self-standing signage**
   The Supporter is permitted to place one sign (W85cm x H200cm) advertising the Symposium on the day of the session only. The sign may be placed in the registration area. Please liaise onsite with the Industry Coordinator.

Please note:
You may not place signage advertising your symposium in any other locations except as coordinated with Michal Lelcuk onsite.

Symposium Material

Any deliveries made directly to the venue without going through the official conference shipping agent, will be at the supporter’s own risk. If they do not arrive on time or are mislaid, the conference organisers and official conference shipping agent will not take any responsibility.

To assure the safe and timely arrival of your inserts and inclusion in the conference bag production line, please follow the instructions included in SECTION 9: Shipping, Tariffs, Material Handling and Shipping Labels.

Please note, it is possible to hand out material for your Symposium as participants enter the symposium hall, however, it is NOT permitted to place material on the chairs inside the hall.
Section 6: Miscellanies

Parking
Access Route Map and Parking
Access map can be found at: http://www.messecongress.at/
Information on parking can be found at:
http://www.messecongress.at/lage/parken/?lang=en

Waste Disposal
Please note that it is the supporter responsibility to leave the symposium session hall in a clean and tidy manner once your symposium has finished. Any items such as leaflets, banners, roll-ups must be removed from the hall at the end of your session. Any discarded waste, including promotional material, left behind will be removed by the conference organizers at the expense of the supporter concerned.

Meeting Rooms / Hospitality Rooms
Supporters interested in renting a meeting room during MASCC 2018 should contact Ms. Noa Freilich Pollack | Tel: +41 22 908 0488 Ext. 900 | E-mail: nfreilich@kenes.com
Section 7: Wireless Barcode Readers

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. Barcode readers may be rented in advance no later than Friday, June 8, 2018.

The Mini Scanner
- No editing capabilities
- Basic participant info
- Pocket size
- Cost per unit - €300 + 4% credit card charges

Please Note:
➢ Barcodes on participants’ badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
➢ In some cases, the participant does not give his permission to transfer his contact details to any other party. Therefore, although he was scanned by your barcode reader we are unable to forward his contact details.
➢ Kenes International and the Organising Committee encourage attendees to provide thorough information, however cannot be responsible for the quality and content of such data.

To reserve your Mini Scanner, please log into the Kenes Exhibitors’ Portal https://exhibitorportal.kenes.com
This portal includes fields and order forms for Supporter and Exhibitors’ services such as: company profile and company logo submission, additional exhibitor badge orders, booth drawing submission and lead retrieval/scanner orders.

If further assistance is required to place your order, or you have not received your login details please contact the Industry Coordinator, Michal Lelcuk at mlelcuk@kenes.com
Section 8: Innovative Products for Symposium Sessions

Maximize your Participant Experience – Use our innovative technologies for your Symposium

Kenes is proud to deliver a wide variety of quality onsite technology products and services. We offer:

- **Webcasting, Synchronized Video/Audio/PowerPoint Recording, Live Streaming** and many more products designed for capturing and recording symposium content.

- **Voting with Keypads** and web based interaction platforms such as: **Voting via the conference app**, **Q&A via meeting App ('Ask the Speaker')** and more products designed for increasing participant’s interaction during symposium sessions.

We also provide tailor made customized solutions – **contact us** to make it happen!

For more onsite products opportunities and price quotes - **click Here**
Section 9: Shipping, Tariffs, Material Handling and Shipping Labels

For any questions/clarifications, please contact the Official Freight Coordinator of the Symposium:

Hermes-Merkur
Ms. Zehavit Akerman
Tel: +49 69 747 848 | Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com

The shipping instructions include the following information:
- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

It is very important to put the correct label on boxes. The marking instructions are mentioned at the end of this manual.

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the Official Freight Coordinator with the following information prior to shipping:
1. Number of pieces (pallets, boxes, cartons, etc.)
2. Way of transport (road freight, courier services, airfreight, ocean)
3. Airway bill number

Shipments sent directly to the venue prior to Wednesday, June 28, 2018 will be refused by the Venue.

Hermes is the exclusive handler inside the venue. No other company is permitted to handle cargo within the venue. All shipments and deliveries, including by courier, must be coordinated with Hermes. Please note that companies, stand builders & PR companies may make their own arrangements to deliver and retrieve goods directly to the warehouse/venue entrance.

Hermes-Merkur has the responsibility of receiving and handling all materials for a fee as published on the enclosed Material Handling page. Exhibitors are free to choose their own courier for delivery and pickup of their materials when sending to the warehouse.

Handling rates are based on the incoming weight of shipments. For rate information, see the Material Handling Service and Rates order form at the end of this manual. Hermes-Merkur must have payment before forwarding freight.

For any questions/clarifications, please contact the Official Freight Coordinator of the Symposium: zehavitak@hermes-exhibitions.com

Insurance of Goods
All cargo should be insured from point of origin.

To view the full MASCC 2018 Shipping Instructions, including Tariffs, Material Handling and Shipping Labels please click here
Feb 15, 2018

Introduction

Dear Exhibitor\Stand Builder,

Kindly note that Hermes is the sole official on-site agent nominated by KENES to handle all in/out shipments arriving to MASCC 2018. You may use any transport company up to the venue door.

We are a full door to door service company. As such, we are pleased to offer you arrangements for shipping, international freight forwarding, customs clearance and onsite services.

Onsite Handling

Due to security, insurance, Venue and organizer policies, Hermes-Merkur is the exclusive handler inside the venue. No other company is permitted to handle cargo within the venue.

Please note that companies, stand builders & PR companies may make their own arrangements to deliver and retrieve goods directly to the warehouse/venue entrance.

Range of services

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to exhibition-stands, forklifting,
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

This shipping manual will assist your preparation for the correct and timely dispatch of exhibits to the congress. Please follow the instructions closely.

General Information

Contact Details:
Hermes Exhibitions & Projects Ltd.
Contact: Ms. Zehavit Akerman
Tel: + 49 6173 966 95 28
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com
Please note these important dates:

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to door shipments</td>
<td>Please contact Hermes – Merkur</td>
</tr>
<tr>
<td>Airfreight shipments Arrival to recommended airport</td>
<td>No later than Sunday, June 17, 2018</td>
</tr>
<tr>
<td>Shipment via Germany warehouse</td>
<td>No later than Friday, June 22, 2018</td>
</tr>
<tr>
<td>Exhibition goods - Direct deliveries to Congress venue</td>
<td>Wednesday, June 27 for space stands only 09:30-21:00</td>
</tr>
<tr>
<td></td>
<td>Wednesday, June 27 For Shell Scheme Stands 15:00-21:00</td>
</tr>
</tbody>
</table>

**Shipment Categories**

All shipments must be packed, labeled and sent according to the appropriate category (see below). Please use only the attached labels. Please do not mix different types of shipments in one box.

**Categories:**

1. *Insert-for participant bags*
2. *Marketing/promotion material for unmanned displays*
3. *Exhibition goods—For exhibition stand only*

The handling of your shipment will be charged as per **official handling tariff**.

All shipments must be pre-advised by using the attached **order form sheet**.

Please use only attached **labels**.

**Direct delivery to the congress venue**

**Domestic Shipments / Full load trucks**

**Venue**

Messe Wien Exhibition & Congress Center

Messeplatz 1

1021 Wien – Austria

Exhibition hall: LEHAR 1-4

- Shipments must be pre-advised.
- Due to the limited space and the tight time-schedule, all unloading operations are strictly operated by Hermes Merkur only.
- For delivery direct to the venue, please make sure to send time slot request form, **No later than June 22, 2017**.
- Trucks arriving without confirmed time slot must face waiting time until the next free time-slot is available. In general, waiting time may occur for which Hermes Merkur cannot be held responsible.
- Trucks have to leave the unloading area immediately after unloading is finished.
- It is highly recommended not to use a courier service for shipping your goods to the congress venue.
Airfreight Shipments

IMPORTANT !!!
Please get in contact with us for shipments related to customs clearance. We will send you all necessary documentations (invoices, packing lists etc). Consignee and airport of arrival. Please do not send shipments without confirmation from our side.

Documents:
Original AWB & Proforma invoice must be received 2 working days prior to goods arrival.

Please do not send any restricted products, please get in contact with us to proof if any of your goods are subject to further documentation.

Shipment via German Warehouse

Merkur Expo Logistics GmbH
C/o Schmidt Peterslahr
Auf dem Höhchen 2
D-56587 Oberhonnefeld, Germany
C/o Congress name________________
Exhibitors name___________________
Stand Number____________________

Courier Shipments

It is not recommended to use a courier service for shipping your goods to the congress venue. In case of sending a courier shipment, please be sure to send us pre-advice with the full details of the shipment: courier company, number of pieces and tracking number. All courier shipment must be send DDP terms. (Delivery duties paid).

Courier charges for handover of import shipping documents €85.00/ document.
Shipments that arrive without pre alert and payment confirmation will not be accepted.

Insurance

It is the shipper / exhibitor responsibility to have comprehensive insurance coverage whilst in transit, storage and onsite for the duration of the exhibition and return.

We will not accept any responsibility for loss or damage of the exhibitor's equipment.

Please note that Merkur Expo Logistics do not insure automatically unless asked to do so in writing. Merkur Expo are not liable for any losses, left or pilferage.
Basic Conditions of Contract

All services will be billed according to the official Handling Tariff. All work undertaken is subject to the local & German Forwarders terms and conditions, CMR, newest edition, ADSp trading terms and conditions latest edition and the Merkur Expo liability policy, in conjunction with the conditions and rates for trade fair transportation. The liability of Hermes Merkur with delivery and commences with collection of freight at the exhibition stand. It is the exhibitor's responsibility to ensure the security of material until collected from the stand by Merkur Expo.

Terms of payment

No unauthorized Credit will be accepted. Our invoices will be due immediately after issuance without any further notice. Customers not known to us or with whom we have not agreed any terms of payment, will be asked to pay our expenses before the event starts or on-site during the event and before return shipping of their exhibits.

We wish you a successful experience!
### Order Form Direct Delivery to Venue
#### Time slot request

This is a compulsory form for all exhibitor or suppliers

Please return by e-mail to Hermes Merkur  
Deadline for receipt ________________

<table>
<thead>
<tr>
<th>Name of Exhibitor</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall / Stand #</td>
<td></td>
</tr>
<tr>
<td>Contact on-site</td>
<td></td>
</tr>
<tr>
<td>Phone #</td>
<td></td>
</tr>
<tr>
<td>Payment will be covered by</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cargo information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>13.6 Truck</td>
<td></td>
</tr>
<tr>
<td>7.5 Truck</td>
<td></td>
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<tr>
<td>Partial shipment (weight Volume)</td>
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<table>
<thead>
<tr>
<th>Preferred time slot</th>
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<tbody>
<tr>
<td>Service</td>
<td>Date</td>
</tr>
<tr>
<td>Move in / delivery</td>
<td></td>
</tr>
<tr>
<td>Move out / pickup</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Requested by</th>
<th></th>
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<tbody>
<tr>
<td>Full name</td>
<td></td>
</tr>
<tr>
<td>E-mail</td>
<td></td>
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<tr>
<td>Tel</td>
<td></td>
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</table>

Upon confirmation of your time slot

Please send truck details to arrange the registration
Dear Exhibitor / Stand Builder / PR Company,

Please return the below form fully filled in to HERMES
E-mail: zehavitak@hermes-exhibitions.com

**Pre advise - Material handling form**

<table>
<thead>
<tr>
<th>Congress name</th>
<th>Exhibitor name</th>
<th>Stand #</th>
</tr>
</thead>
</table>

**Shipment information**

<table>
<thead>
<tr>
<th>Service requested</th>
<th>Door to Door</th>
<th>Germany Advance Warehouse</th>
<th>Direct to Venue</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Shipper’s name</th>
<th>E mail address</th>
<th>Tel #</th>
<th>Purchase order #</th>
<th>Truck size</th>
<th>Courier tracking #</th>
<th>Airway bill number (AWB #)</th>
<th>Number of pieces</th>
<th>Weight in Kg</th>
<th>CBM</th>
</tr>
</thead>
</table>


Payment details

This is to confirm that the payment for handling the above cargo will be Covered by our company.

Company details ____________________________ VAT No. ________________

Email ________________________________ Phone __________________________

Address ___________________________________________________________________

Card type VISA [ ] DINERS [ ] MASTER CARD [ ] AMEX [ ]

Credit card #

[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

Expiry date __________ CVC (Last 3 digits on back of credit card) ____________

Card holder’s name __________________ card Holder’s Signature ______________

Please enclose a copy of both front and back side of your credit card

Payments by credit card additional 3.00 % service fee will be added for AMEX 3.5%.

We cannot guarantee services for any cargo arrival without a pre-advice and payment confirmation!
EXHIBITION GOODS
Via Germany Warehouse

Domestic Cargo / Courier Shipments

Exhibitor or Company Name

Stand/Booth No.

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F   DE   M   HÖHCHE M 2
56587 Oberhonnefeld, Germany
Dirk Dewald: +49 2634 / 95 44 50

For: MASCC 2018 - VIENNA - AUSTRIA

Box No. ______ of _______
## EXHIBITION GOODS

For the Exhibitor’s Stand Only

<table>
<thead>
<tr>
<th><strong>Air Freight Shipments</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exhibitor Name</strong></td>
</tr>
<tr>
<td><strong>Stand/Booth Number</strong></td>
</tr>
<tr>
<td><strong>Contact Person</strong></td>
</tr>
<tr>
<td><strong>Mobile Phone</strong></td>
</tr>
</tbody>
</table>

Merkur Expo Logistics GmbH  
65760 Eschborn – Germany  
Tel: +49 6173 966 95 11  
Att: Mr. Bernd Blum  
For MASCC 2018 - VIENNA - AUSTRIA

Box No. _______ of _______
EXHIBITION GOODS
For the Exhibitor's Stand Only

Direct to Venue

Exhibitor Name

Stand/Booth Number

Contact Person

Mobile Phone

Messe Wien Exhibition & Congress Center
Messeplatz 1
1021 Wien - AUSTRIA
For: MASCC 2018 - VIENNA - AUSTRIA

Box No. _______ of _______
Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F   DE M   HÖHCHE 2
56587 Oberhonnefeld, Germany
Dirk Dewald: +49 2634 / 95 44 50
For: MASCC 2018 VIENNA - AUSTRIA
Box No. _______ of _______
INSERTS
For Congress Bags

Air Freight Shipments

Exhibitor or Company Name

Stand/Booth No. (if relevant)

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
65760 Eschborn – Germany
Tel: +49 6173 966 95 11
Att: Mr. Bernd Blum
For: MASCC 2018 - VIENNA - AUSTRIA

Box No. _______ of _______
Marketing/Promotional Material
For Congress Unmanned Display

Via Germany Warehouse

Exhibitor's Name

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH
C/O Schmitt Peterslahr
A U F DE M HÖHCHEM 2
56587 Oberhonnefeld – Germany
Congress : MASCC 2018 - VIENNA , AUSTRIA

Box No. ______ of _______
Exhibitor's Name
Contact Person
Mobile Phone

Merkur Expo Logistics GmbH
65760 Eschborn – Germany
Tel: +49 6173 966 95 11
Att: Mr. Bernd Blum
For: MASCC 2018 - VIENNA AUSTRIA

Box No. _______ of _______