

Exhibitor Manual 2025

Dear Exhibitor,

This webpage contains important information designed to assist you in preparing for the EAPS 2025 Exhibition.

The Exhibition will be held in conjunction with **11th Congress of the European Academy of Paediatric Societies (EAPS 2025)**, taking place between **18-20 October 2025** in the vibrant city of **Lisbon, Portugal**.

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

Please read all the information in this webpage. It will take you very little time now and could save you a great deal of time later.

Please forward this link to everyone who is working on this project, including your stand builder, as it contains useful information about the Congress.

For further support please contact us at:

Ivette Sabau

Exhibition & Industry Coordinator

E: isabau@kenes.com

Login details to access the Exhibitor Portal will be sent to the company representative once the contract is signed.

The Portal enables Supporters and Exhibitors to:

- Submit Company logo and profile

- Order exhibitor badges
- Order Lead retrieval Application(Badge scanners App)
- Submit a list of individual names for badges and order extra exhibitor badges
- Submit booth drawing (for “Space Only” booths)
- Submit lettering for fascia sign (applicable for “Shell Scheme” booths)
- Submit other deliverables as per contract

To access the Portal, please [click here](#).

Important Notes:

- **The login details have been sent to the person signing the contract. if not received please contact the Exhibition Manager at isabau@kenes.com.**
- This person is responsible for passing on the login details to a third party if needed.
- Access to all Portal services will be available only after submission of your company profile and logo.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

ACTIVITY	DATES	HOURS
SET-UP	Friday, 17 October	08:00-15:00 (For Space Only Booth) 15:00-19:30 (All Booth types)
	Friday, 17 October	<i>All empty boxes, crates, and packaging materials must be removed by 19:00.</i> 9:30 - 19.45 (End of Welcome Reception)
	Saturday, 18 October	<i>Coffee Breaks: 10:00-10:30 & 16:00-16:30</i>
Exhibition Opening Hours		<i>Welcome Reception: 18:45-19:45</i> 09:30-17:00
	Sunday, 19 October	<i>Coffee Breaks: 10:00-10:30 & 16:00-16:30</i> 09:30-14:30
	Monday, 20 October	<i>Coffee Breaks: 10:00-10:30</i>
Dismantling / Breakdown	Monday, 20 October	14:30-19:30

The timetable is subject to change.

IMPORTANT NOTES:

- **Empty crates and packaging materials** must be removed after set-up and no later than **Friday, 17 October at 19:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- All exhibitors should be at their booth 30 minutes before the official opening hour.

- **Dismantling of the booths before the official hour is not permitted.**
- **Please note that poster presenters and delegates will be in the exhibition area to reach the Posters area which will be active before and after the exhibition opening hours.**
- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth before\after exhibition operating hours if needed.

Welcome Reception

You are cordially invited to the Welcome Reception which will be held in the exhibition area in Pavilion 4 (First Floor) on **Saturday, October 18 from 18:45 to 19:45**. Exhibitors are asked to please man their booth during the Welcome Reception in the exhibition area.

Action Item	Deadline	Contact Person
Company logo and profile	As soon as possible and not later than Thursday 25 September	
Booth design for approval (For 'Space Only' booths)	Friday, 5 September	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Text for Fascia (Shell Scheme booths only)	Thursday, 11 September	
	Friday, 3 October	Ivette Sabau isabau@kenes.com
Lead Retrieval Barcode Readers Order	Onsite rate will be applied for order received after this deadline	
Extra Exhibitor badges	Friday, 3 October	
Hostesses & Temporary Staff Hire	Friday, 29 August	Margarida Fonseca To proceed, kindly complete the following form: Springevents form margarida.fonseca@springevents.pt

Action Item	Deadline	Contact Person
Electricity order	Thursday, 11 September	<p>To proceed, kindly complete the following form: Electrical services Form</p> <p>Once completed, kindly send it to:</p> <p>Ivette Sabau and Raquel Tomás isabau@kenes.com raquel.tomas@ccl.fil.pt</p> <p>Please consult the catalogue below for available options and specifications: Furniture Catalogue 2025</p>
Furniture Rental		<p>To proceed, kindly complete the following form: Furniture Form</p> <p>Once completed, kindly send it to:</p> <p>Ivette Sabau and Raquel Tomás isabau@kenes.com raquel.tomas@ccl.fil.pt</p>
Shell Scheme Extras		<p>To request a carpet for your booth (for space only), please download and complete the following form: Technical services Form</p> <p>Kindly fill out the corresponding form here: Signage for Shell Scheme Booths</p>
Graphics/Signage		<p>Once completed, kindly send it to:</p> <p>Ivette Sabau and Raquel Tomás isabau@kenes.com raquel.tomas@ccl.fil.pt</p> <p>Place your order using this form: Cleaning Services Form</p>
Daily Booth Cleaning		<p>Once completed, kindly send it to:</p> <p>Ivette Sabau and Raquel Tomás isabau@kenes.com raquel.tomas@ccl.fil.pt</p> <p>Place your order using this form: Flowers Form</p>
Floral & Plants		<p>Once completed, kindly send it to:</p> <p>Ivette Sabau and Raquel Tomás isabau@kenes.com raquel.tomas@ccl.fil.pt</p>

Action Item	Deadline	Contact Person
		To proceed, kindly complete the following form: Catering Form
In-booth Catering*	Tuesday, 2 September Late and onsite orders are subject to availability and may incur an extra charge	Once completed, kindly send it to: Silva Carvalho Catering; MARTINHO Mariana mfmartinho@sccatering.pt If you require any of the following services — cold water and drain installation, connection to exhibitor equipment, water consumption, or compressed air supply — please complete the corresponding form and return it to the contact listed above. Technical services Form Submit your request using the form below: Audio Visual Equipment
AV Equipment	Friday, 29 August	Once completed, kindly send it to: Ivette Sabau and Raquel Tomás isabau@kenes.com raquel.tomas@ccl.fil.pt Exhibition Manager
Dedicated Wifi / Internet	Thursday 11 September	Ivette Sabau isabau@kenes.com
SHIPPING & DELIVERY		
Door to Door Shipments/Airfreight Shipments	Please contact MERKUR	Merkur Expo Logistics GmbH Gernot Iven T.: +49 (0) 6173 966 95-10 M.:+49 (0) 175 5880290 E.: gernot.iven@merkur-expo.com
Shipment via Germany Warehouse	Friday, 3 October	
Shipment via Warehouse		

Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges **is stated in your contract and determined by your booth size.**

Two exhibitor badges will be given for the first 9sqm booked and one additional for each 9sqm after.

Any additional exhibitor badge will be charged an exhibitor registration fee of **150 EUR**.

Exhibitors' badges will display the **personal names**, and will allow access to the exhibition area, welcome reception and refreshments served during coffee and lunch breaks as indicated in the programme timetable.

Exhibitor badges do not grant access to the Scientific Sessions.

Additional badges can be ordered via this link:

<https://eaps2025.kenes.com/registration/>

For any assistance, please contact the Registration at: reg_eaps25@kenes.com

Deadline: Friday, 3 October.

All personnel are required to wear badges to access the exhibition and the session halls. Exhibitor badges are for the use of company personnel for booth manning purposes and **should not be used by companies to bring visitors to the Exhibition and/or to the Congress.**

Exhibitor badges will not be mailed in advance and may be **collected onsite from the pre-paid registration desk.**

Access to Exhibition Area During Setup and Dismantling

All stand builders and staff must be registered in advance to access the venue during setup and dismantling. Please complete the following form with the names of all personnel requiring access [Access Request Form](#) and send it to the exhibition Manager at isabau@kenes.com

Lead Retrieval Wireless Barcode Reader

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead Application. Supporters can download the K-Lead app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' contact information with a quick scan of their badge.

Advantages of the **K-Lead application**:

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **"Quick Scan" Function:** Ability to quickly scan delegates as they enter the symposium hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility:** Download from the **Apple Store** or **Google Play** using "Kenes K-Lead App."

Cost per unit: EUR 700 (excluding 4% credit card charges fees, excluding VAT if applicable).

Device is NOT included!

Deadline: Friday, 3 October.

Onsite rate of EUR 850 will be applied for order received after above deadline.

Unlock the Power of K-Lead Plus:

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: EUR 750

K-Lead Plus User Guide

Key Notes for K-Lead and K-Lead Plus:

- **Device Not Included:** The application must be installed on your personal or company device (tablet/smartphone).
- *Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.*
- *Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.*
- *Easy Reservation: Secure your Wireless Barcode Reader by returning the completed credit card form.*
- *GDPR Compliance: We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.*
- *By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to [Data Processing Agreement](#).*

How **to order K-Lead and K-Lead Plus?** -> Please **access the Exhibitor's Portal**

<https://exhibitorportal.kenes.com> **Venue**

Lisbon Congress Centre (CCL)

Praça das Indústrias, Lisbon – [How to get there](#)

Exhibition Area

The exhibition will be held in Pavilion 4 located in the First Floor (Level 1).

The [floor plan](#) has been designed to maximize the partners' exposure to the delegates.

Please click [here](#) to the CCL Virtual Tour



Floor

Maximum floor load: **200kg per sqm.**

Floor finish: granite

Maximum build up height allowed

- **The maximum building height for the top of all elements is 3 meters from booth 1 to booth 13.**
- **Maximum height allowed for booths number #14 #15 #16 is up to 2,5 m**
- **Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.**
- Any part facing neighboring stands that is above 2.5m in height needs to be **designed with neutral Surfaces** (white).
- **The back walls (reverse side) of any booth adjacent to another booth, exceeding 2.5m in height, must be neatly finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.**
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and, in particular, that they do not endanger life and health.

Ceiling Rigging

Ceiling Rigging is not possible.

Electricity and Internet

All connections (electricity and internet) come from **walls and pillars**.

Shell Scheme booths include:

- 1 KW power supply
- Switchboard with 3 sockets

Space Only booths must request electricity via the [Electrical services](#) Form.

Raised Floor / Platform

Please note that if your booth has a platform/raised floor, you are required to provide a ramp or sloped edging around the entire booth to ensure access for people with disabilities.

The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible to avoid trip hazard.

- Before placing the platform, the exhibitor/stand builder must confirm that service(s) provided by the Official Contractor (electricity, water, cables, Internet, etc.) are in the right place. Access to the service points/water trap/electricity trap are compulsory when a platform is installed (keep those points accessible!). Once the platform is installed, no new services that need to go under it will be accepted.
- The platform sides must be closed and finished neatly. The platform **edges** must be **safe, secured** and **easily visible**.

Waste Removal

Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. Any discarded waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.

We recommend Exhibitors using independent booth contractors to include a **SITE VISIT** in the planning process to assure a smooth and well planned set up.

Please contact Lisbon Congress Center at: raquel.tomas@ccl.fil.pt to coordinate a visit. The exhibition **floor plan** has been designed to maximize the exhibitor's exposure to the delegates. To access the exhibition floor plan and see the location of each booth, please [click here](#).

For **full list of exhibitors** and supporters please [click here](#). To ensure a smooth and efficient installation and dismantling process of your booth, **LISBOA-FCE** has been appointed as the **official stand contractor** for the EAPS 2025 congress.

Pre-booked shell schemes through Kenes include the following:

- **Walling:** standard shell scheme system, 2.5m-high
- Company name on **Fascia board** printed in standard black & white lettering

- **Lighting:** Led clip lights
- **Electric connection:** 1 KW , including 3 outlets.
- **Blue Carpet**

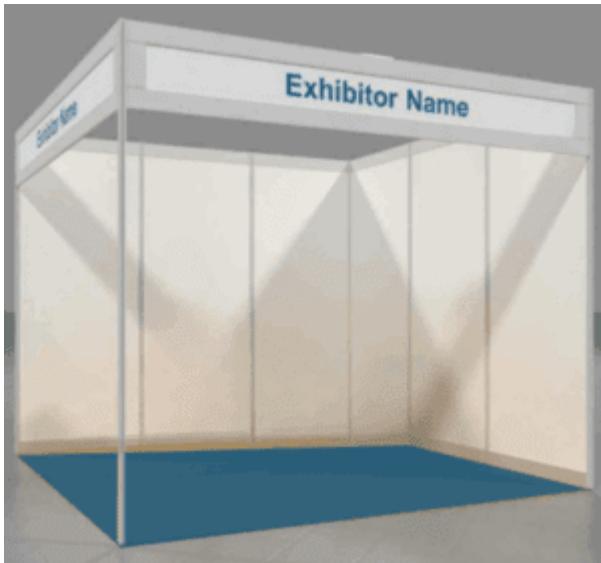


Image shown is for illustration purposes only

Note: **Corner shell scheme booths** are provided with **two open sides** and 2 fascia panels with company name.

Shell scheme booth comes with a blue carpet as part of the shell scheme package. If an exhibitor (shell scheme booth only) prefers a different carpet color, an additional charge will apply for the rental and installation of the preferred color.

Click [here](#) to access the corresponding order form.

Shell Scheme booths do NOT include:

- Furniture
- Booth cleaning
- Additional power beyond 1 KW (already included in the shell scheme package)

These services can be ordered via the relevant forms. Please refer to the Booth Services and Deadlines & Key Dates sections. For inquiries, please contact **LISBOA-FCE team** by e-mail:

raquel.tomas@ccl.fil.pt

Fascia Sign

- Maximum of **21 characters** (including spaces) may be written on your fascia (applicable for a 9 sqm booths).
- Please submit lettering for fascia via the [Exhibitor's Portal](#) by **Thursday, September 11.**
- **If text for your fascia is not received by above deadline, we will provide you with a**

fascia title as per your application form.

- The standard fascia lettering is black and white. If you would like to print your company logo on the fascia board, in place of or in addition to your company name, or have custom graphics printed on the fascia board, this can be ordered at an additional cost through LISBOA-FCE , the official stand contractor, until Thursday, September 11.

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by LISBOA-FCE – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager.
- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **September 29** - it will be assumed that the exhibitor will have opening on the additional side(s). Exhibitors are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with carpet. If the exhibitor wishes to have a carpet in a different color, an additional fee will be required. Please contact the official stand contractor for more information.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Electrical switchboards have to be reachable and the Exhibitor has to switch off the booth lights at the end of the day.
- Exhibitors requiring additional equipment may visit the order form and catalogs or contact the official stand contractor – as per published deadlines (see the “*Deadlines & Key dates*” and

“Booth Services” sections for more information).

Exhibitors using independent contractors are required to submit the following information, for the organizer approval:

- **A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth**
- **Utility connections: electrical - a list of all appliances (no water connections)**

Please submit these files through the **Kenes Exhibitor's Portal**: <https://exhibitorportal.kenes.com>

The space only should request electricity through an Order Form.

Click [here](#) to order.

- **The maximum building height for the top of all elements is 3 meters from booth 1 to booth 13.**
- **Maximum height allowed for booths number #14 #15 #16 is up to 2,5 m**

Deadline: Friday, 29 September.

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
- Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. **Entire sideways walls will not be approved.**
- **Island Booths** should be partly accessible on all “open” sides. Stand sides opening onto an aisle must have a minimal opening of 30%. Requests to be partially exempted from this rule should be submitted in writing to the Exhibition Manager.
- Construction finish must be perfect in all the stand's visible areas, including rear sides.
- **Raised Floor/Platform**
 - **You are required to provide a ramp** or sloped edging around the entire booth to ensure access for people with disabilities.
 - Please refer to Hall Specifications above.
- Advertising on the boundary with other stands is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.
- Any part facing neighboring stands that is above 2.5m in height needs to be designed with neutral surfaces (white).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.

Kindly note:

- The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- Work cannot commence until the **booth drawings are approved by the organizers.**
- The used spaces must be left completely clear of all items and the Exhibition areas restored to their original state.
- We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact Lisbon Congress Center at: raquel.tomas@ccl.fil.pt to coordinate a visit.

Deadline for Orders

All services must be submitted **no later than Thursday, 11 September 2025.**

Booth Furniture Rental

To review available furniture options, please click [here](#) to the Furniture Catalogue.

To place an order, [click here to](#) download the Furniture Order Form to download the order form.

For support, please contact: Ivette Sabau at isabau@kenes.com and Raquel Tomás at raquel.tomas@ccl.fil.pt

Screens and Audio Visual Equipment rental

In order to request this service click [here](#) to download the order form.

For assistance, please contact: Ivette Sabau at isabau@kenes.com and Raquel Tomás at raquel.tomas@ccl.fil.pt

Signage for Shell Scheme

Please click [here](#) to download the order for Signage.

For further information, please contact Ivette Sabau at isabau@kenes.com and Raquel Tomás at raquel.tomas@ccl.fil.pt

Flower Arrangements and Plants

Please click [here](#) to download the order form.

Please for assistance contact the Exhibition Manager at: isabau@kenes.com and Raquel Tomás at raquel.tomas@ccl.fil.pt

Booth Cleaning

General cleaning of the exhibition hall will be provided by the organiser prior to the opening and daily before opening hours.

To arrange daily booth cleaning, please click [here](#) to download the Cleaning Order Form.

For further information, please contact Ivette Sabau at isabau@kenes.com and Raquel Tomás at raquel.tomas@ccl.fil.pt

Internet & Wi-Fi

Complimentary Wi-Fi will be provided by the conference during official conference days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking e-mails.

Should you have any internet-based features, devices, or activities at your booth (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support. Wired internet and Wi-Fi connection may be ordered through Kenes.

Please contact the Exhibition Manager at: isabau@kenes.com

Important:

Creating your own private Wi-Fi network is not permitted

The venue and the organiser reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.

Note **regarding** technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

Exhibitors must notify the CCL if they intend to install a raised floor or platform as internet access is mostly provided through floor-based cabling. Raised floor or platform installation must be scheduled after the completion of relevant cabling work. Access point(s) must remain unobstructed and accessible throughout the installation process and beyond. Once the raised floor or platform is in place, no new service installations underneath it will be permitted.

The exhibitor is responsible for following legal, ethical, moral and generally accepted internet and e-mail conduct when communicating across the conference's network. The venue reserves the right to disconnect and/or limit a user's right to or use of the network if rules and conditions are not respected.

Security

Neither the venue nor the organiser can accept responsibility for the security of the booths and their contents. The venue as well as the organiser are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods.

Exhibitors are fully responsible for the security of their booth and equipment. If you wish to hire security for your booth, this can be done via the CCL.

For further information, please contact Ivette Sabau at isabau@kenes.com and Raquel Tomás at raquel.tomas@ccl.fil.pt

In-booth Catering

Catering services are exclusively provided by *Silva Carvalho Catering*.

To place an order, please complete the **Catering Order Form**.

Exhibitors who wish to order food and beverages for their booth are welcome to do so directly with Martinho Mariana from *Silva Carvalho Catering* at mfmartinho@sccatering.pt

Exhibitors may bring their own branded bottled water, pre-packaged chocolates, and provide barista services within their booths. However, no other catering companies are permitted to operate within the venue, as catering services are exclusively provided by *Silva Carvalho Catering*.

Waste Removal

On-site waste disposal services are available.

To request this service, please download [here](#) the order form.

Please for assistance contact the Exhibition Manager at: isabau@kenes.com and Raquel Tomás at raquel.tomas@ccl.fil.pt

Hostesses & Temporary Staff Hire

Please click [here](#) to download the order form.

To request hostesses or temporary staff, please contact: Margarita Fonseca at margarida.fonseca@springevents.pt

Electrical connections for the exhibition area will be provided from the walls and pillars of Pavilion 4.

Available electrical power to be used is 230 Volts – 50 cycles and is provided according to the

conditions predicted by EDP (Electricity of Portugal). In case of fault or cut by EDP, electricity will only be provided for emergency exits (i.e. the electrical circuits that are used for exhibitions will be shut down to conserve power and prevent any potential hazards).

All electrical set up must be approved by CCL and the links to the general mains can only be made by same services. CCL will not be responsible for connecting to the mains apparatus that do not correspond to the information provided. The exhibitors must name the person responsible for the stand's electric installation project.

It is essential that exhibitor order the power needed in the stand. **The exhibitor is responsible for calculating the power necessary for the elements to be connected, together with the request for the necessary voltage. Damage caused to the main or to specific points by these connections is the sole responsibility of the exhibitors.** Damage caused to the mains or to the specific point by these connections is the sole responsibility of the exhibitors/stand builders.

To place an order, please refer to the **Electrical Services Order Form**. – [Click here](#)

Power supply to the exhibits will be switched off after the exhibition closes every evening. Exhibitors who require 24 hours electricity supply should contact the CCL.

In the event of damage or faults to an electrical connection or installation, the exhibitor must immediately contact the organiser and/or venue representatives.

The venue reserves the right to at any time inspect connected equipment. Should the equipment fail to meet the applicable safety regulations, the venue reserves the right to immediately disconnect such equipment with no right of recourse or compensation for the exhibitor. **Access for the Goods**

Deliveries to the exhibition area must be made via the loading bay, located at: Rua da Junqueira 61A, 1300 -343 Lisboa, from the loading bay to the exhibition.





Loading Bay

Please coordinate your arrival (unloading and loading) with the official logistic agent – **MERKUR Expo Logistics GmbH**.

In order to maintain the smooth and efficient flow of traffic, exhibitors will be assigned designated unloading time slots. Strict adherence to these time schedules and prompt removal of vehicles upon completion of unloading are essential to ensure seamless operations.

Parking in the loading bay is prohibited as the loading bay space is limited and designated exclusively for loading and unloading purposes.

For security, insurance, and efficiency reasons, Merkur Expo Logistics is the sole official agent. Booth builders are prohibited from using trolleys during set-up and dismantling periods. Kindly note that Merkur the official agent is the exclusive agent for move in and move out of the venue.

For loading and unloading into pavilion 4 you need to use cargo lift, please find the measurements and weight bellow:

2,10m length | 2,0m width | 1,6m height | 3000KG



Access to the exhibition area

The delivery and removal of materials and goods for the exhibition stands should be coordinated

with Merkur at gernot.iven@merkur-expo.com .

Security at the entrance will allow access to the loading bay based on capacity. Merkur Expo Logistics GmbH has been appointed the official forwarding agent this congress.

Merkur offers the following services: customs clearance, delivery to the booth, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the exhibition hall.

For security, insurance, and efficiency reasons, Merkur Expo Logistics is the sole official agent.

Stand builders are prohibited from using trolleys during set-up and dismantling periods. Kindly note that Merkur, the official agent, is the exclusive agent for move in and move out of the venue.

Exhibitors and stand builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with Merkur.

Contact information:

Merkur Expo Logistics GmbH

Gernot Iven

T.: +49 (0) 6173 966 95-10

M.: +49 (0) 175 5880290

E.: gernot.iven@merkur-expo.com

For shipping instructions and tariff, please click here : [EAPS LISBON Shipping Instructions](#)

Deliveries

The delivery and removal of materials and goods for the exhibition booths is allowed only by the official freight forwarder.

Please be advised that neither the organiser nor the venue can accept deliveries on an exhibitor's behalf and arrangements must be made for a booth/company representative to be available when deliveries are made.

Deliveries may not be made prior to **Friday, 3 October**. Any deliveries prior to this date, or off the official working hours, **will not be accepted**. Please refer to the Shipping Instructions for the deliveries address.

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to/from booth must be made 30 minutes before or after exhibition opening hours.

IMPORTANT: Please read thoroughly the venue's rules and regulations – Click [HERE](#)

Please note that these regulations are in addition to the exhibition Rules and Regulations listed below.

Exhibitors must comply with **CCL** rules and regulations including operation, fire safety, construction and other security regulations.

These rules and regulations are contractually binding and must be adhered to by all Organizers, exhibitors, and their contractors, including exhibition service providers and stand construction companies engaged to execute work on-site.

Animals

It is not permitted to bring animals into the ACV.

Build-Up & Dismantling Period

During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.

The Partners and contractors are required to wear the necessary **personal protective equipment**(PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity.

The use of cutting machines, welding machines, sanders and a spray gun is **strictly forbidden**.

Health & Safety

It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.

It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff.

Children

No person under the age of 18 years can be admitted to the Exhibition Area, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the Exhibition Area.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. **Any costs incurred by the venue in removing this property will be charged to the exhibitor.**

Fire Regulations

Material and fittings must be non-flammable or impregnated with fire-retardant chemicals.

As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds **are prohibited**.

Storage paint liquids, gas or other inflammable substances in the booth space **is forbidden**.

Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

Fire Insurance (compulsory)

Partners must be insured against fire.

Smoke

It is not permitted the operation of any machine in the Engagement Area that emanate fumes, gases or steam, or any item or device that generates or contains flame.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorisation.

Insurance (compulsory)

Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.

Neither the organizers nor the ACV, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.

The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through

full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.

Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.

We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

Companies involved in assembling and decoration of stands are required to have a previous credential, which implies the presentation of an insurance policy for civil and professional liability, covering damage caused in the premises or to a third party and possible damage due to stoppage of CCL's activities, in the amount of 1.000.000,00 EUR

Liability

Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.

If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the Hynes or any part thereof in any manner whatsoever.

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Security

Safety and Security of Material. Please do not leave any bags, boxes or suitcases unattended at any

time, whether inside or outside the exhibition area. The organisers and venue cannot accept liability for loss of or damage to private property or goods.

The organisers will provide security guard service in the exhibition hall during off-show hours. Neither The **venue** nor the organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.

Personal Transportation Vehicles

Bikes, skates, electric scooter, and any personal transport by wheels are not permitted inside the building.

Promotional Activities

All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.

Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.

Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.

The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Smoking Policy

The ACV operates a **NO SMOKING** policy anywhere inside the building.

Special Effects

Special effects lighting, live music, smoke and laser projection can't be used in the booths. No permission will be given for projection in the aisles or on the walls of the booths.

Waste Removal During assembling and /or dismantling time

Exhibitors are responsible for the removal of all refuse/waste from the exhibition area during setup and dismantling. Any discarded waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

Further guidelines:

Live music is not allowed.

The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud

The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company.

Proper dispensation must be obtained and any royalties due, paid prior to the use of materials.

Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party. We are committed to sustainability and we encourage all of our exhibitors to do the same. [CLICK HERE](#) for some practical tips and tricks that you can implement right away.

In addition kindly refer to the Sustainability policy at EAPS

[Sustainability at EAPS | Securing the Future of Child Health](#)

Official Contractors:

Furniture Rental / Booth Cleaning/ Graphics & Signage/ Electricity / Additional Booth Fittings / Plants & Flower Decorations / Security/ Waste Removal / In-Booth Catering

LISBOA-FCE

Raquel Tomás

E-mail: raquel.tomas@ccl.fil.pt

T: + 351 21 892 14

Exclusive to the CCL

Freight Handling & Onsite Logistic Agent

Merkur Expo Logistics GmbH

Gernot Iven

T.: +49 (0) 6173 966 95-10

M.: +49 (0) 175 5880290

E.: gernot.iven@merkur-expo.com

*Merkur is the **exclusive** handler inside the venue.*

Hostesses & Temporary Staff Hire

Sara Correia

E-mail: sara.correia@springevents.pt

AV Equipment

Raquel Tomás

E-mail: raquel.tomas@cc.til.pt

T: + 351 21 892 14

Internet & WIFI

For any Internet service please contact:

Ivette Sabau

E-mail: isabau@kenes.com

Catering Services

Silva Carvalho Catering

MARTINHO Mariana

E-mail: mfmartinho@sccatering.pt

Kenes Group Contacts:

Conference Secretariat

Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

Exhibition Manager and Industry Symposia Coordinator

Ivette Sabau

E-mail: isabau@kenes.com

Industry Liaison & Sales

Petya Yoncheva

E-mail: pyoncheva@kenes.com | t: +41 22 908 0488 Ext. 216

Registration Specialist

Elena Araujo

E-mail: reg_eaps25@kenes.com

Hotel Accommodation

Tami Vidra

E: tvidra@kenes.com | T: +41 22 908 0488 Ext: 567| F: +41 22 906 9140

<https://hotels.kenes.com/congress/EAPS25>