

Industry Symposia Manual

Dear Supporter

Thank you for partnering at the **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 Industry Manual contains important information, deadlines, and next steps for your preparation to ensure a successful event.

Please read the manual thoroughly, and share it with everyone involved in this project.

For further support please contact us at:

Ivette Sabau

Exhibition & Industry Coordinator

Each supporter has received an e-mail with login details to access the Portal. The Portal enables Supporters to:

- Submit company logo and profile
- Order lead retrieval (badge scanners)
- Submit deliverables as per your contract

Link to access the Portal <https://exhibitorportal.kenes.com>

Notes:

- The login details has been sent to the person signing the contract. This person is responsible

for passing on the login details to 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.

Kenes Contacts:

Conference Organizer

Kenes Group

Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488

Exhibition Manager and Industry 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

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>

Audio Visual Coordinator

Mike Perchig

E-mail: nest@nest-av.com

Registration Specialist

Elena Araujo

E-mail: reg_eaps25@kenes.com

Programme Coordinator

Ilana Eliav

Tel: +41 22 908 0488 | E-mail: ieliav@kenes.com

Product Marketing Coordinator

Olaya Espejo

E-mail: oespejo@kenes.com

Contractors:

Catering Services

Silva Carvalho Catering

MARTINHO Mariana

E-mail: mfmartinho@sccatering.pt

Onsite Logistic Agent, Material Handling & Customs Clearance 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

Margarita Fonseca

E-mail: margarida.fonseca@springevents.pt

Internet

Ivette Sabau

E-mail: isabau@kenes.com

Furniture / Graphics & Signage / Plants & Floral Arrangements - LISBOA-FCE

Ms Raquel Tomás

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

- Furniture Catalogue: [click here to download](#)
- Furniture Order Form: [click here to download](#)
- Plants & Flowers Order Form: [click here to download](#)

Action Item

***Please refer only to items which
are included in your signed
contract***

Deadline

Contact Person

Staff Hotel Reservation

As soon as possible

Tami Vidra

E: tvidra@kenes.com

Payment of Invoice Balance

Must be received in full no
later than one week prior to
the Congress

Pazit Hochmitz

phochmitz@kenes.com

Symposium Final Program
(for approval by Scientific
Committee)

As soon as possible and no
later than **Monday,
August 25**

Ivette Sabau

isabau@kenes.com

Pre Meeting Video Teaser	Monday, September 15	
Advert in the Mobile App	Monday, September 15	
Promotional E-mail Blast (Exclusive/Joint)	Monday, September 15	
Text for Push Notifications	Monday, September 15	
Lead Retrieval Barcode Readers Order	Thursday, September 4	
Placing orders for Live Streaming, Voting / 'Ask the Speaker'/ Evaluation and other Technology Products and Services Kenes Exclusive	As early as possible and no later than Friday, September 19 <i>Orders received after the deadline will incur rush fees</i>	Olaya Espejo oespejo@kenes.com
Catering Services	Tuesday, 2 September <i>After this deadline surcharge will be applied, subject to items availability.</i>	Silva Carvalho Catering Martinho Mariana mfmartinho@sccatering.pt Order form for symposia Order form for Meeting rooms
Hostesses	Monday, September 15	Margarida Fonseca Hostess request form E-mail: margarida.fonseca@springevents.pt
Furniture / Graphics & Signage / Plants & Floral Arrangements	Thursday, 11 September	LISBOA-FCE Raquel Tomas raquel.tomas@ccl.fil.pt
Dedicated Wi-Fi / Internet Exclusive	Thursday, 11 September	Ivette Sabau isabau@kenes.com
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms	As early as possible and no later than Thursday, 11 September <i>Orders received after the deadline will incur rush fees</i>	Mike Perchig nest@nest-av.com
Shipping & Material Handling Services		
Door to door & Airfreight shipments	Please contact Merkur	
Shipment via Germany Advance Warehouse	Friday, 3 October <i>We highly recommend using this option</i>	Merkur Expo Logistics Gernot Iven T.: +49 (0) 6173 966 95-10 M.: +49 (0) 175 5880290 E.: gernot.iven@merkur-expo.com
Exhibition goods – Direct deliveries to Conference venue only full load trucks	Subject to time slot Please contact Merkur	

- **Industry Symposia:** For an overview of the sessions taking place, please click on **Industry sessions**.

Important notes:

- Industry Supported Sessions are **not** included in main conference CME/CPD credits.
- In order to support you in the best possible way, **please share your plans and requirements with us**. This information is invaluable for the success of your symposium. Please coordinate directly with the Industry Coordinator Ivette Sabau at: isabau@kenes.com.
- We recommend arriving early to **set up the hall** prior to the start of your Symposium. A

member of the Kenes Operational team will be available onsite should you need any assistance.

- **Handouts** are allowed to be distributed at the entrance to the Symposium hall; however, it is NOT permitted to place material on the seats inside the hall. We encourage supporters to consider digital alternatives, minimizing paper waste.
- **Printed tent cards placed on the head table are allowed and should be produced and provided by supporter.**
- **We ask presenters to follow the time schedule precisely in order for the day's events may run smoothly. The updated scientific program can be found on the [Programme](#).**
- **Blackout Policy:** we respectfully request that all supporters (sponsors, exhibitors, special interest groups, and other stakeholders) comply with the conference blackout policy and refrain from holding organized meetings or events in parallel to the scientific program.
- Catering is **exclusive** to **Silva Carvalho Catering** and should be ordered in advance.
- **Lunch boxes** can be taken into the symposium halls. Please click on the following form : [click here](#)
- Other arrangements – upon request. If you would have any different F&B request for your symposium, please contact the Industry Coordinator first Ivette Sabau at isabau@kenes.com, so we can check for you.
- Supporters who wish to order **Lunch boxes for their symposium or any food and beverages for their meeting/hospitality room** are welcome to do so directly with **Silva Carvalho Catering**. Kindly contact Ms Martihno Mariana at mfmartinho@sccatering.pt
- **Catering Order Form for Hospitality /meeting room: [Click here](#).**
- **Deadline: Thrusday, September 11**
- Please take into consideration that lunch and refreshments will be served in the Exhibition Hall according to the Congress timetable.
- If you are planning to offer catering together with the symposium, it is recommended to indicate this in all publications (as long as it is in line with the supporter's internal compliance policy).

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Congress Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians. As indicated in the sponsorship agreement, 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 EAPS 2025 Congress.

Hall Name	Location Area (sqm)	Hall Capacity	Hall Layout	Level
Auditorium I	1700	800	Theatre	1

Auditorium II	390	350	Theatre	1
5B	181	150	Theatre	1

Head Table in Auditorium I and Auditorium II

- 5 x table modules
- Sufficient seating for **up to 5 persons**
- Dimensions: 80 cm W * 75 cm H (each module)



For demonstration only

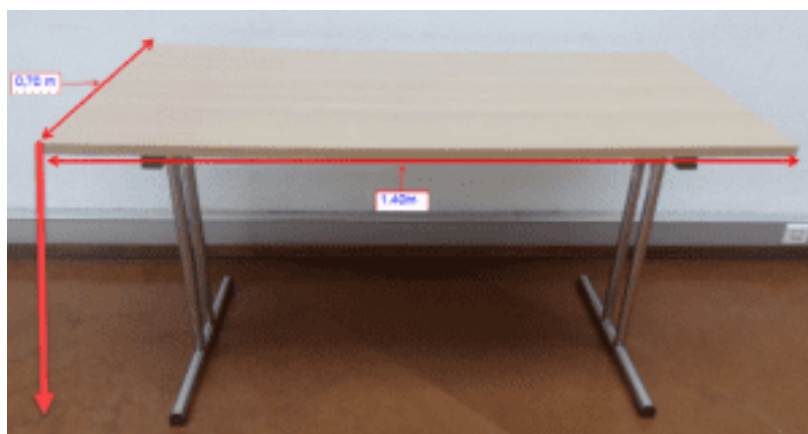
Due to the time constraints between the sessions and the specifics of the branding, changing the default conference branding is **not** recommended.

However, if you prefer to have your own company branding for the head table, please contact the Industry Coordinator Ivette Sabau isabau@kenes.com to discuss the options.

- The official supplier for producing the branding of the head table is **LISBOA-FCE**.
- Self-branding of the head table is not permitted

Head Table in Hall 5 B

- 3 x table
- Sufficient seating for **up to 3 persons**
- Dimensions: 70 cm W * 140 cm H



For demonstration only

Due to the time constraints between the sessions and the specifics of the branding, changing the default conference branding is **not** recommended.

However, if you prefer to have your own company branding for the head table, please contact the Industry Coordinator Ivette Sabau isabau@kenes.com to discuss the options.

- The official supplier for producing the branding of the head table is **LISBOA-FCE**.
- Self-branding of the head table is not permitted

Lectern Banner Dimensions for Auditorium II and Hall 5B

- Front | W:0,66 H:1,20
- Side | 2 Units | W:0,70 H:1,20



For demonstration only

If you are interested to have your own company branding, please note that this is optional and should be arranged in advance and covered by the sponsoring company **Only self-standing is allowed.**

If you prefer to have your own company branding for the lectern, please contact the Industry Coordinator Ivette Sabau isabau@kenes.com

- The official supplier for producing the branding of the lectern is **LISBOA-FCE**.
- Self-branding of the lectern is not permitted
- Using the EAPS 2025 logo for the branding is not allowed.

Digital Lectern for Auditorium I

- **Lectern with a Portrait 49" Plasma screen** installed in its front, facing the audience.
- Projecting a PPT with the name of the speaker (as per the picture).



For demonstration only (the photo was taken in a different Venue)

- Lectern will be branded digitally at no extra cost.
- Please contact the Audio-Visual Coordinator, Mr. Mike Perchig (email: 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.
- Self-branding is not permitted.

To view a full video tour of the venue, click [here](#).

Sponsored Sessions Halls

You can explore each auditorium individually. Use the menu on the left side of the manual and follow the steps below to access the virtual tour for each space.

Auditorium I:

- In the left-hand menu ([virtual tour](#)), click on **“Auditoria”**.
- Then select **“Auditorium I”**.
- A new window will open where you can explore the room interactively.
- You can also view a reference image below:



AUDITÓRIO I

Um dos maiores auditórios em Portugal.

1.700 m²

Palco retangular com uma área de cena de 16 m numa área de 210 m².

AUDITORIUM I

One of the biggest auditoria in Portugal.

1.700 sqm

Rectangular podium with 16 m center-stage set in an area covering 210 sqm.



Auditorium II:

- In the left-hand menu ([virtual tour](#)), click on **“Auditoria”**.
- Then select **“Auditorium II”**.
- A new window will open where you can explore the room interactively.
- You can also view a reference image below:



AUDITORIUM II

Com uma arquitetura poligonal, o auditorio II oferece uma acústica impressionante.

380 m²

Plano retangular com 32 m².

AUDITORIUM II

With a polygonal architecture, auditorium II offers an impressive acoustic.

380 sqm

Rectangular podium with 32 sqm.



Hall 5 B:

- In the left-hand menu ([virtual tour](#)), click on **“Auditoria”**.
- Then select **“Auditorium V”**. It's the second door on the left-hand side.
- A new window will open where you can explore the room interactively.
- You can also view a reference image below:



AUDITÓRIO V

Construído a partir de paredes amovíveis e de prateleiras de som, o Auditório V promove uma gestão flexível e diversificada do Pavilhão I. 480 m2

Construído dentro do Pavilhão I

AUDITORIUM V

Built from removable, soundproof walls, this Auditorium provides a flexible management of the area of Pavilion I. 480 sqm

Built inside Pavilion I



Auditorium I

- **Large front projection screen**, image of H4.5 X W12 meters approx. (see photo below)*.
- **2 x High-powered Data projectors** to create the panoramic background image and to project the PowerPoint & Video images as picture-in-picture “windows” on the screen.
- **Data/Video control system**, including a seamless Data/Video switcher and all necessary cabling (opening picture-in-picture “windows” and adding titles of the speakers on the central screen, etc.).
- **Video camera**, to capture the face of the speaker at the lectern for live close-circuit projection during presentations.
- **50” Confidence monitor** in front of the head table, showing the same PowerPoint & Video images as projected in the large picture-in-picture “window” on the central screen.
- **27” Countdown Timer Monitor** in front of the lectern.
- **Laptop computer** for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers’ Ready Room.

- **Lectern with a Portrait 49" Plasma screen** installed in its front, facing the audience, projecting a PPT with the name of the speaker (see photo below)*.
- **Wireless PowerPoint advancer/clicker** (we recommend using the cursor of the laptop computer as a pointer).
- **A. (sound) system**, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset 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.
- Colorful Lighting on stage
- All the required cabling.
- **5 x AV technicians** to operate the above-mentioned systems



For demonstration only (the photo of the lectern was taken in a different Venue)

- The Sponsor's "virtual" banners on the Panoramic screen and in front of the lectern 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" banners can include the title of the Symposium and the name and logo of the Sponsor.**

Auditorium II

- **Front projection screen**, image of H2.9 X W5.1 meters approx.
- **Data projector**, 12000 ansi-lumens
- **40" Confidence monitor** in front of the head table, showing the same PowerPoint & Video images as projected in the large picture-in-picture "window" on the central screen.
- **27" Countdown Timer Monitor** in front of the lectern.

- **Laptop computer** for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- **Wireless PowerPoint advancer/clicker** (we recommend using the cursor of the laptop computer as a pointer).
- **A. (sound) system**, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- **Lighting system**, illuminating the lectern and the head table.
- All the required cabling.
- **2 x AV technicians** to operate the above-mentioned systems.

Hall 5B

- **Front projection screen**, image of H1.6 X W2.8 meters approx.
- **Data projector**, 5000 ansi-lumens.
- **32" Confidence monitor** in front of the head table, showing the same PowerPoint & Video images as projected in the large picture-in-picture "window" on the central screen.
- **27" Countdown Timer Monitor** in front of the lectern.
- **Laptop computer** for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- **Wireless PowerPoint advancer/clicker** (we recommend using the cursor of the laptop computer as a pointer).
- **A. (sound) system**, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- **Lighting system**, illuminating the lectern.
- All the required cabling.
- **AV technician** to operate the above-mentioned systems.

Presentations Upload Onsite

If you are using a **PowerPoint presentation (or any other PC-based application)**, please note that you have **to deliver it on a USB** Memory stick to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and at least **2 hours before** the start of the session.

Please note that congress computers are supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive

at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

Important Note for Macintosh Users

To use MAC presentations on the PC compatible conference computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

- Convert it to PowerPoint or PDF.
- Use a common font, such as Arial, Times New Roman, Verdana etc. (Special characters might be changed to a default font on a PowerPoint-based PC).
- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

If you have already finalized the speakers who will give a talk in your symposium, **please share with us their details as soon as possible**. Kindly submit **the speakers' names by Monday August, 25**. Please specify country and email address for each speaker.

Please submit the final symposium program using the attached agenda format via email [click her to](#) the Industry Coordinator Ivette Sabau at: isabau@kenes.com as early as possible and no later than **Monday August, 25**.

Please note that the content, faculty, and program of the symposium is subject to the review and approval by the Organizers as done for the previous EAPS Congress.

EAPS one speaker lecture policy with regards Industry speakers: A speaker may now present one talk in a Scientific CME accredited session and one talk in an Industry session; however, he/she is limited to speak in one industry session only. In other words, the same speaker is not allowed to speak in two different industry sponsored sessions, so it is important to check that your speakers have not already accepted to talk in any other industry session when inviting them for your session.

Please ensure your speakers are aware of above policy before accepting to talk in your symposium.

The proposed program should include:

- Session Title (up to 110 characters including spaces)
- Session Description (up to 200 words. Hyperlinks can be included)
- Speaker Presentations Titles
- Timing – duration of each speaker presentation and full timing of the agenda
- Speaker/Moderator Full Name
- Speaker/ Moderator Country
- Speaker/ Moderator E-mail

- Speaker/ Moderator Affiliation (optional)
- Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

- Speaker **Bio** – up to 200 words.
- Speaker **Photo** – 180×240 px, JPG Format

In case of any changes to your symposium title or program after the initial submission, please update the Industry Coordinator Ivette Sabau at: isabau@kenes.com Due to accreditation criteria for this congress, which is CME certified, the following rules must apply:

Guidelines to follow when creating your promotional items and content:

- **EAPS logo** should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- When promoting your symposium, please always indicate on any of your promotional materials: **This session is not included in the main event CME/CPD credits**
- When promoting your symposium, you are allowed to use the phrase: **Official symposium of the Congress of the European Academy of Paediatric Societies.**
- When creating adverts for **mobile app, program book and mailshots** it is allowed to promote product, symposia or company promotion.
- When creating adverts for External and Internal lobby flags in the virtual platform it is allowed to promote symposia or company promotion.
- Meeting banner should NOT be used in any promotional materials created by the supporter.
- In addition, it is not permitted to use the EAPS 2025 logo on any of the symposia materials.

Kindly refer only to the relevant items in accordance with your sponsorship agreement.

Advertisement in the Mobile App - Carousel Image

Supporters who are entitled to an advertisement in the mobile app, are kindly requested to submit the file via email to the Industry Coordinator Ivette Sabau at isabau@kenes.com **by Monday, September 15.**

- **File format:** PNG or JPG (up to 800kb)
- **Size:** 780px x 1688px

Please note that the ad is a static image, and is not clickable. We recommend avoiding using small text, so the advert can be readable when displayed on a mobile screen.

Promotional Email Blast - Exclusive

For supporters entitled to an exclusive e-mail blast as per their signed contract, kindly submit via email to the Industry Coordinator Ivette Sabau at isabau@kenes.com **by Monday, September 15.**

Please send the **HTML version** of your mailshot **and other relevant files together in zip folder** and send us everything with the **subject line.**

Please [click here](#) to download the e-mail blast design requirements. These guidelines should be forwarded to your web-designer/Programmer.

Ready-to-use HTML templates are available upon request (no extra charge). Please contact the Industry manager if you are interested in these.

Important notes:

- In case the webmail is promoting a sponsored symposium, please include the following disclaimer: ***This session is not included in main event CME/CPD credits.***
- It is not allowed to use the EAPS 2025 logo. The conference banner will be added to the webmail's header by Kenes.
- The "From" field will be "EAPS" 2025 Supporters"
- The exact launch date will be determined by Kenes in due course. The E-mail Blast will be sent out to the pre-registered delegates who have agreed to receive promotional material from supporters.
- Content received after the deadline may be processed for an additional fee of EUR 500.

Promotional E-mail Blast - Joint

Please prepare 2 files according to the following specifications and send these 2 files to Industry Coordinator Ivette Sabau at isabau@kenes.com **by Monday, September 15. Supporters who are entitled to Joint E-mail Blast as per sponsorship level, are kindly requested to submit the files until Monday, September 15 and to follow the guidelines below:**

One Banner/Image

- **Format: JPEG**
- **Dimension: 300X250**
- **Width: 300 pixels / Height: 250 pixels**

One A5 PDF (this file will be linked to the banner/image)

- **Format: PDF / A5 size**

Important notes:

- In case the webmail is promoting a sponsored symposium, please include the following disclaimer: ***This session is not included in main event CME/CPD credits.***
- It is not allowed to use the EAPS logo. The conference banner will be added to the webmail's header by Kenes.
- The "From" field will be "EAPS 2025 Supporters"
- The exact launch date will be determined by Kenes in due course. The e-mail blast will be sent out to the preregistered delegates who have agreed to receive promotional material.

Push Notification

For supporters entitled to push notification as per their signed contract, kindly submit to submit the file via email to the Industry Coordinator Ivette Sabau at isabau@kenes.com by **Monday, September 15** according to below guidelines:

- **Message title** – **Maximum 40 characters** including spaces
- **Message body** – **Maximum 140 characters** including spaces

Important notes:

- **Please specify your preferred date and time** (Lisbon local time) when submitting the text. We will do our best to accommodate this request. The final schedule of the push will be determined closer to the conGRESS, considering the overall push notifications schedule of the congress.
- Push notifications will be sent out during **official breaks only** in order not to disturb the participants who are inside session halls when sessions are taking place.
The updated program timetable including list of breaks can be found on the congress website under “Scientific Program” page ([click here](#)).
- Content is subject to the approval of EAPS.
- Please make sure to indicate **company name** either on the title or in the message body.
- Push Notifications via the mobile app are sent only to participants who download the app and accept to receive notifications.
- Push notifications look different across various browsers, device types, and operating systems.

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. The symposium signage should be produced by the supporter. Please make sure to follow the guidelines specified at the beginning of this section.

Session Hall Signage

Self-Standing Sign at the Entrance

One stand-alone sign to be placed at the entrance of the session hall 30 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign:

This session is not included in main event CME/CPD credits.

Stage Banners

1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.

Digital Lectern

In Auditorium I there will be a designed “digital” lectern, (please refer to Symposia Session Halls).The “virtual” banner can include the title of the Symposium and the name and logo of the Sponsor.

Panoramic screen

In addition to the above, in Auditorium I it will be possible to digitally brand the Panoramic screen (for dimensions, please refer to Section: Audio-Visual (AV) Equipment)

Signage in the Exhibition Area

Self-Standing Sign

The Supporter is entitled to place one sign (85cm wide x 200cm high) advertising the **Symposium on the day of the session only**. The sign may be placed in the *exhibition area* during exhibition opening hours. Please liaise onsite with the Industry Coordinator and Exhibition Manager regarding exact time and location.

Notice:

Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.

Symposium Badges

Each symposium organizer is entitled up to **10 Symposium badges** which allow access to their Industry Session only. These badges will **not display individual names**.

Symposium badges **will be prepared upon request only and can be collected at the Registration desk 2 hours prior to start of your Industry session**. Symposium Badges **needs to be returned to the Registration** desk after the session has ended.

Wi-Fi

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

Should you require Wi-Fi or an internet line during your symposium or for your meeting room, please let us know in advance and we will send you a quote.

Wired internet and Wi-Fi connection may be ordered through Kenes until **Monday, September 1**. Please contact the Industry Coordinator Ivette Sabau isabau@kenes.com

Meeting Rooms / Hospitality Rooms

Supporters interested in renting a meeting room during EAPS 2025 Congress should contact Industry Liaison & Sales, Ms. Petya Yoncheva: pyoncheva@kenes.com

Waste Disposal

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

Catering

Catering is **exclusive** to **Silva Carvalho Catering** and should be ordered 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 **Silva Carvalho Catering**.

Ms Martinho Mariana

E-mail: mfmartinho@sccatering.pt

Catering is **exclusive** to **Silva Carvalho Catering**

Hostesses & Temporary Staff Hire

Supporters who wish to order hostess services for their symposium, are welcome to do so directly with **Springevents**: Margarita Fonseca at margarida.fonseca@springevents.pt

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 September.

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> **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:

- **Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting, Evaluations,** and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services for any language** are available in two options. The conventional approach involves local interpreters and the use of headphone receivers. Alternatively, we offer a cutting-edge AI-powered solution. With this innovative method, participants can access

live translations and captions seamlessly by scanning a QR code on their mobile phones.

We also provide tailor made customized solutions – contact us at o.espejo@kenes.com to make it happen!

PLEASE NOTE: All product solutions are offered exclusively by Kenes Group.

Please contact us to discuss your needs and our relevant solutions.

Please submit your order by **Friday, September 19**. Orders received after the deadline will incur rush fees. Kindly note that *Merkur Expo Logistics GmbH* is the on-site agent nominated by *Kenes Group* to handle all in/out shipments arriving to this congress.

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to the hall/exhibition-stand, fork-lifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the congress. Please follow the instructions closely.

The shipping instructions include:

- Shipping Instructions
- Tariff
- Material Handling Form
- Shipping Labels

In order to follow up on your shipment and to confirm arrival on time, we kindly ask you to provide the official shipping agent 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

Supporters may choose to use their own services to deliver their goods to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

Merkur has the responsibility of receiving and handling all materials for a fee as published on the “Tariff” section at the end of this manual. Handling rates are based on the incoming weight of shipments. ***Merkur must have payment before forwarding freight.***

In order to receive a price quote for handling and to assure arrival of your materials, please be sure

to complete the “Pre-advise” form included in the shipping instructions.

Shipments sent directly to the venue prior to the set-up period Sunday, March 3, will be refused by the venue.

Insurance of Goods

All cargo should be insured from point of origin.

To view the SHIPPING INSTRUCTIONS, including Tariffs, Material Handling please select the relevant links:

EAPS LISBON Shipping Instructions

Please Note: All advanced shipments and deliveries to the Merkur warehouse, including by courier, must be coordinated with Merkur.

Important: Shipping Labels must be attached to all boxes.

For any questions/clarifications, please contact *Merkur* at:

Gernot Iven

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M.: +49 (0) 175 5880290

E.: gernot.iven@merkur-expo.com There is an increasing number of fraudulent websites that are attempting to impersonate EAPS 2025. **All official communications about the EAPS 2025 Congress are managed by Kenes Group.** Please exercise caution if contacted by other organizations claiming to represent EAPS 2025. For any questions about sponsorship please contact Petya Yoncheva, Industry Liaison & Sales Associate, at pyoncheva@kenes.com