



# EXHIBITION MANUAL

## GENERAL INFORMATION FOR EXHIBITORS

This information is also available at [www.spineweek.org](http://www.spineweek.org)

PLEASE OBSERVE THE FOLLOWING INFORMATION STRICTLY  
AND DISTRIBUTE THESE GUIDELINES WITHIN YOUR COMPANY  
AS WELL AS TO YOUR BOOTH BUILDING COMPANY AND SUBCONTRACTORS

Version December, 2019



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## 1 Congress Organisers

### Medicongress Services NV

Address: Noorwegenstraat 49, B-9940 Evergem, Belgium



#### Sponsorship & Organization

Contact: Ms. Charlotte Schaek, Congress Manager  
Phone: +32 (0)9 218 85 85 – Fax: +32 (0)9 344 40 10  
Email: [charlotte@medicongress.com](mailto:charlotte@medicongress.com)

#### Exhibition Support

Contact: Ms. Jaimie Roelofs  
Phone: +31 (0) 6 52 44 76 59  
Email: [spineweek@wearetott.com](mailto:spineweek@wearetott.com)

Contact: Ms. Laurien ter Bals  
Phone: +31 (0) 6 25 16 42 26  
Email: [spineweek@wearetott.com](mailto:spineweek@wearetott.com)

#### Registrations

Contact: Ms. Astrid Dedrie, Assistant Congress Manager  
Phone: +32 (0)9 218 85 84 – Fax: +32 (0)9 344 40 10  
Email: [Astrid@medicongress.com](mailto:Astrid@medicongress.com)

#### Scientific Program

Contact: Ms. Els Vertriest, Congress Manager  
Phone: +32 (0)9 218 85 83 – Fax: +32 (0)9 344 40 10  
Email: [els@medicongress.com](mailto:els@medicongress.com)

Congress Website: [www.spineweek.org](http://www.spineweek.org)

## 2 Congress Venue

### Melbourne Convention and Exhibition Centre (MCEC)

Address: 1 Convention Centre Place, South Wharf, Victoria  
Australia 3006

Website: [www.mcec.com.au](http://www.mcec.com.au)



Rooms used: Ground floor: commercial exhibition, registration, meeting rooms  
Level 1: meeting rooms



### 3 Exhibition Services

The official on-site Exhibition Management Company of SpineWeek 2020 is ToTT who is in charge of coordinating the whole exhibition.

Contact: Ms. Jaimie Roelofs  
Phone: +31 (0) 6 52 44 76 59  
Email: [spineweek@wearetott.com](mailto:spineweek@wearetott.com)



Contact: Ms. Laurien ter Bals  
Phone: +31 (0) 6 25 16 42 26  
Email: [spineweek@wearetott.com](mailto:spineweek@wearetott.com)

Upon request, ToTT provides the following services:

- Design and construction of stands
- Rental of fully-equipped standard and customized stands
- Installation of stands
- Main electricity connection
- Hostesses
- Furniture
- Floral arrangements
- Signage and graphics
- Optional extras for stand build
- Carpet
- Rigging – limited\*
- (Wired) Internet connections
- Shell scheme
- Stand cleaning

\*A note on rigging: it will be possible to hang one or more banners above your stand.

Banners need to be ordered through ToTT will make you a price quotation for the production and rigging of the banner(s). This is due to the limit build-up and dismantling time.

ToTT will run an Exhibitor Assistance Desk during the set-up hours and the opening hours of the exhibition as well as during the whole exhibition period.

Companies using their own contractors must submit a written notification to ToTT.  
All contractors and or sub-contractors are bound by the same rules as the exhibitors.



## 4 Freight Handling, Shipping & Customs Clearance

The official Freight Forwarder and Handling agent for SpineWeek 2020 is Valverde.

Contact: Mrs Milou Dankers, Project Manager  
Email: [milou@valverde.nl](mailto:milou@valverde.nl)  
Phone: +31 (0) 20 65 38 555

**VALVERDE**

### 4.1 Shipping Procedure

- Contact Valverde before sending materials in order to confirm and validate charges.
- If you do consign your goods to Valverde you declare to accept the charges that apply according to their rates.
- Shipments must NOT be sent to Medicongress nor to the Melbourne Convention and Exhibition Centre.
- All necessary documentation such as shipping labels and invoice templates can be obtained via e-mail.
- All shipments must be sent D.D.P. (Delivery Duty Paid), please contact Valverde before shipping your goods.
- Very important: For all exhibitors outside Australia, please contact Valverde in order to arrange customs procedures.
- Valverde will take no responsibility for shipments sent via courier companies like DHL, UPS and Fedex unless you have sent us a pre alert stating that you will accept all local charges from these companies.

**The Organising Committee, MediCongress nor the Melbourne Convention and Exhibition Centre will be involved with any delivery, storage and customs-related formalities.**

### 4.2 How to Consign your Shipment (also Couriers)

All freight has to be consigned to:

Consignee: Agility Fairs & Events Pty Ltd  
Exhibitor name / stand number  
28-32 Sky Road  
c/o Spineweek 2020  
Melbourne Airport, VIC, 3045  
Australia Attn. Fiona Ostojca  
T: +61 3 9330 9034

Notify: Fiona Ostojca  
T: +61 3 9330 9034  
E: [spineweek@valverde.nl](mailto:spineweek@valverde.nl)

**A 10% outlay commission will be imposed on all "freight collect" consignments.**



### **CASE MARKING**

All cases being sent to the exhibition must be marked as follows:

SpineWeek 2020

c/o Agility Fairs & Events

Name exhibitor:

Stand number:

Case / No.: ...of.... cases

### **4.3 Transport Permit**

Exhibitors planning to transport their stand materials to MCEC themselves must bear in mind that all trucks entering MCEC must have a special permit.

In order to receive your permit, please get in touch with Mrs. Milou Dankers of Valverde

### **4.4 On-Site Unloading Procedure**

The onsite unloading/loading schedules are coordinated by Valverde Logistics personnel.

The entry of vehicles in the MCEC Loading Bay must be authorized by Valverde Logistics Department.

Once the vehicle is authorized to enter the Loading Bay, the procedure to follow is:

- All trucks and vans must enter one by one.
- The speed limit of 10 km/hour must be strictly observed inside the Loading Bay.
- Time limits for loading and unloading will be established. A 30 minute parking limit applies for drop-off/pick-up of goods during the move in/move out process. Vehicles are not permitted to park on the loading dock at any time.
- The entry of vehicles into this area may not be revoked if the established times are not respected.
- It is forbidden to load and unload material using the passenger lifts instead of the service lifts (the Loading Bay is duly signaled to avoid mistakes).
- It is forbidden to Use your own forklift and or electric pallettruck for unloading at the MCEC. These can be ordered via official logsitcs supplier.
- All vehicles are permitted on to the MEC dock for the purposes of loading / unloading (maximum 30 minute duration). Please note access for unloading is via MEC dock only and roller doors 12 & 13. There is no access to the exhibition bays from the car park for unloading purposes
- The maximum number of vehicles near the building will be defined on each occasion by the Logistics Department.
- It is strictly forbidden to keep a vehicle's motor running during loading and unloading.
- Entry will not be allowed for vehicles that lose oil or that do not fulfill minimum safety requirements.
- In case of doubt over the procedure to be followed, the Logistics Department must always be consulted before putting any initiative into action.

### **4.5 On-Site loading Procedure on Saturday, April 25 or Sunday, April 26**

The onsite unloading/loading schedules are coordinated by Valverde Logistics personnel.

The entry of vehicles in the MCEC Loading Bay must be authorized by Valverde Logistics Department.

The same procedure is applicable as for unloading (see previous paragraph)



## 5 The Exhibition

### 5.1 General

The SpineWeek Exhibition is located on the ground floor of the Melbourne Exhibition Centre Doors 17-19. The Registration Area and Meeting Rooms are located next to the Exhibition area. Loading docks at street level allow easy access to the exhibition bay for loading and unloading.

### 5.2 Installation of Stands

The stands must be installed during the following days and hours:

Saturday, April 25 12.00 hrs – 23.00 hrs

Sunday, April 26 08.00 hrs – 18.00 hrs

All empties must be out at 18.00 hrs and all aisles must be empty.

Companies having ordered shell schemes have access to the exhibition on Sunday April 26 from 12.00 hrs onwards to decorate their booth.

**ALL STANDS MUST BE READY ON SUNDAY BY 18.00 HRS**

The allocated stand space is the RAW SPACE and corresponds with the number of the stand pointed out on the exhibition floor plan. All stand spaces will also be traced out on the floor of the exhibition bays and stands may not exceed the allocated floor area.

### 5.3 Opening Hours

The exhibition will be open to the public on the following days and hours:

- Monday, 27 April 09.00 - 20.00 hrs (after the Welcome Reception)
- Tuesday, 28 April 09.00 - 18.00 hrs
- Wednesday, 29 April 09.00 - 18.00 hrs
- Thursday, 30 April 09.00 - 18.00 hrs
- Friday, 1 May 09.00 - 14.00 hrs

Congress Participants and exhibitors wearing the official SpineWeek exhibitor badge will have access to the exhibition bay from 08.30 hrs onwards.

Access will be denied to those persons not wearing the official SpineWeek exhibitor badge.

Companies are requested to open their stands in time in line with the scientific program and have sufficient staff present on the stand throughout the opening hours of the exhibition.



## 5.4 Storage

Order storage space from Valverde to store brochures, give aways, gadgets, etc. (no empties). This service includes a daily delivery to your stand (it is to be noted that exhibitors do not have personal access to goods stored by Valverde). This service can be obtained via Valverde in advance or can be ordered at the service desk during the build up.

## 5.5 Removal of the Stands

**Stands must be removed on Friday, 1 May from 14.00 hrs onwards. The bays have to be cleared by 22.00 hrs.**

Stands cannot be removed prior to 14.00 hrs.

No empties / materials may be placed in the aisles between 14.00 and 15.00 hrs.

Stands that are not removed by 22.00 hrs on Friday will be removed by the organisers at the exhibitor's expense.

## 5.6 General Rules and Regulations for the exhibition

- Each company is responsible for installing and removing its own stand, without causing any damage to the bays or the entrance of the bays.
- In order not to damage the floors of the exhibition bays, only manually operated pallet jacks or any other jacking device with rubber wheels are allowed inside the building. Ask your on-site personnel to pay close attention to this issue. These devices can be rented onsite via Valverde.
- All stands must be carpeted (the corridors of the exhibition area will be carpeted by the organisers).
- All stands are obliged to erect a wall (minimum height of 2.4 meters) between themselves and any other neighbouring stand.
- All doors and levers installed to clear the bays are to remain accessible to the safety reasons at all times.
- It is prohibited to nail, screw or stick items on the structure (walls, ceiling, pillars, doors, elevators, etc.) Any deterioration/damage will be invoiced to the exhibitor.
- It is absolutely prohibited to carry out: Works affecting smoke, water or compressed air ducts, electric or telephone circuits, water or waste pipes, elevators, lifts and pipelines, drilling of holes for posting or sealing, removal of doors, etc.
- All materials used for the construction of the stand and all equipment on the stand during the exhibition must be fireproof (certificates obligatory). These certificates must be on the stand during set-up, exhibition and dismantling and must be shown to staff of ToTT on their request.
- A company representative should be present at their booths during assembly and disassembly and to receive deliveries.
- Cleaning: Overnight cleaning service is ensured during the congress for the bayways and general congress premises. Cleaning of the stands can be ordered through ToTT.
- It is strictly forbidden to display any information outside your stand without the explicit approval of MediCongress.
- Do not leave booths unattended while visitors are still in the exhibition bay.
- Exhibitors are to leave the locations used in the same conditions in which they were found initially.
- In spite of the presence of night watchman, MediCongress declines responsibility in the matter of theft, losses and damages that may occur.
- Companies are advised to make their own regulations with regard to insurances.

It is compulsory for exhibitors to have their boxes, parcels etc. removed before 18.00 hrs by Sunday 26 April.





**IMPORTANT:** Melbourne Convention and Exhibition Centre (MCEC) is committed to providing a safe working environment and working with our stakeholders to strive for best practice in Occupational Health, Safety and Environmental management.

The following are required to complete the online site induction module prior to completing work at MCEC:

- Event organisers directly managing event contractors
- Event contractors prior to completing any works at MCEC
- Exhibitors building or constructing their stand during the exhibition build

Note: Your company will need to be registered with MCEC before you can complete the module. To register your company please send an email with your company details to [cms@mcec.com.au](mailto:cms@mcec.com.au)

If you have any queries about the induction, or if you are experiencing any issues, please contact us on:

- phone: +61 3 9235 8385 or +61 3 9235 8386
- email: [cms@mcec.com.au](mailto:cms@mcec.com.au)

**[You can access the module here.](#)**

We recommend familiarising yourself with our Work Health and Safety Manual and Fitness for Work policy prior to completing the module.

- **[View the Work Health and Safety manual here](#)**
- **[View the Fitness for Work policy here](#)**
- **[View the Work Healthy and Safety Policy here](#)**

Exhibitors are requested to contact Valverde for the storage of their goods.

Exhibitors are highly recommended not to bother their neighbours with bulky furnishing or decoration. In case of litigation, the organization committee will make undisputable decisions on this issue if necessary.

**Repair of damages subsequent to the non-observance of the above clauses will be at the exhibitor's expense.**

## 5.7 Exhibition Floor Plans & Stand Space Allocations

The exhibition floor plans and the stand space allocations are available online at [www.spineweek.org](http://www.spineweek.org)

The organisers remain having the right to change the outline of the exhibition or the stand space allocations if necessary.

## 5.8 Submission of the Final Floor Plan of your Stand

**DEADLINE February 25**

All exhibitors are obliged to submit a floor plan of their stand for safety reasons. Please send your plan to ToTT who will forward this the MCEC for approval.



We encourage to send booth plans as soon as they are available in order to have sufficient time for making alternations in case the plan is not approved by ToTT or MCEC.

## 5.9 Organization of the exhibition

Space only stands comprise of uncarpeted floor space only. Exhibitors contracted to space only sites are responsible for appointing stand contractors to plan and build their stands.

Space only exhibitors and contractors must read the SpineWeek rules & regulations in addition to safety regulations of the Melbourne Convention and Exhibition Centre (MCEC). The design(s) of the stand must also comply with the regulations of the MCEC.

All space only exhibitors and contractors must work within these regulations as well as the following:

1. All exhibitors who build their own stand need approval from the organization. For stand approval, please e-mail your stand drawings to ToTT before February 25.

The organization needs a drawing with all dimensions of your stand and a visual in order to give an approval. Every space only stand design needs to be approved by the organization before build up. Submission of your stand plan is possible until **February 25, 2020**.

2. Designs incorporating long runs of gangway perimeter walling should be avoided (at least 70% of each open side facing the gangway need to be 'open'). The design must be open and will not be approved if deemed to have a detrimental effect on neighbouring stands.

3. Your company name must be prominently displayed on each corner of the stand. The organisers arrange the booth number by means of a sticker on the carpeted gangway.

4. All main electrical installations and rigging are handled by the official electrical contractor, ToTT.

5. The maximum height of stand fitting (including graphics and column cladding) must not exceed 3.00 m. in height from the floor. Stands with rigging requirements, please contact ToTT. Please contact ToTT for approval on stands higher than 3.00m (including rigging).

6. Existing building structural columns, where sited on stands, will not be clad on all faces.

7. All stands are obliged to erect a wall (minimum height of 2.4 meters) between themselves and any other neighbouring stand.

Exhibitors are responsible for ensuring that their contractor leaves any face of any such wall in a clean and finished state (one colour with no graphics).

8. All work must be carried out within the show time table.

9. Approved carpet tape only must be used. All tape must be removed at the end of the exhibition. Failure to do so will result in exhibitors being charged for its removal by the organisers.

10. It's each exhibitors responsibility to familiarise himself with any height or weight restrictions of his allocated space before designing the stand.

11. All stands sbay be entirely self-supporting, without either hanging from the roof or being attached to walls of the venue.

12. It is **not** allowed to use shell scheme walls from neighbouring stands for your own purposes. Pop-up stands / Pull-up banners are considered decoration – shell scheme will be obliged for those.



13. It is **not** allowed to build up a two-storey booth

## 6 Lorry Parking

The Melbourne Convention and Exhibition Centre has NO permanent parking space for trucks at the venue (only for cars from individual participants). Trucks, vans, lorries etc can use the special large vehicles car; available upon request. Contact Valverde for details and lorry park tickets. Please note that this is an unsecured parking to be used at your own risk.

Parking information link:

<https://mcec.com.au/visit/visit-information#46b38235eb824d4fb05ac44c7c22219b-2>

## 7 Staff

### 7.1 Exhibitor Badges

**DEADLINE APRIL 12**

All staff members of exhibiting companies are obliged to wear the official SpineWeek exhibitor badges, which will differ from the congress delegate badges.

The exhibitor badges offer coffee, lunches and free access to the exhibition bay only (**NOT** to the scientific sessions).

- Two badges will be offered free of charge per 9 m<sup>2</sup> rented exhibition space. This means that a company having rented 18m<sup>2</sup> exhibition space can order 4 badges free of charge.
- Additional badges can be ordered at a rate of 350,00 Euro/badge until **April 12**.
- For all badges booked after **April 12**, an extra production cost of 100,00 Euro per badge will be charged.
- Badges can only be ordered through the online form (see below)

#### How to order Exhibitor Badges?

Order your free badges through the following link:

<https://www.eiseverywhere.com/427550?categoryid=3439545>

Insert the reduction code **“exhibitors”** (without brackets) when ordering your free badges.

FAQ:

- **I have booked 6m2 exhibition space but have 3 company representatives. What should I do?**  
Use the above link and use 2 times the reduction code: **“exhibitors”** (without brackets)  
For the 3rd person, do not enter the reduction code and continue the registration process.
- **I do not want to give names to my badges as different persons will attend on different days.**  
Insert you company name on all required fields.
- **I am a Gold/Silver/Bronze Sponsor and entitled to 25/15/10 badges. How should I proceed?**  
Use the above link and use 25/15/10 times the reduction code: **“exhibitors”** (without brackets)



**Abuse of this code will be penalised.**

### **How to Collect Exhibitor Badges?**

Each company representative having booked a badge, will receive an entrance ticket approximately 2 days before the start of the Conference.

Badge pick-up is only possible with this entrance ticket.

**IMPORTANT NOTE: All company representatives will have to wear the official exhibitor badges. There will be badge controls at the entrance of the exhibition areas and congress areas. Exhibitors not wearing an official badge will be denied access.**

## **7.2 Free Scientific Registrations**

All exhibitors will receive one free scientific registration per 9 m<sup>2</sup> exhibition space booked. This badge gives access to all the scientific sessions and all relevant meeting documents.

Scientific registrations give access to the lecture rooms as well as to the exhibition. Tickets for the social activities can be purchased separately.

The badges will mention **the company name** and no individual names of staff members so that these badges can be **exchanged** between company representatives.

It is clear that **only company representatives** can use these badges: on no account can they be passed on to guests or doctors. In case of improper use of these badges, they will be recalled by the organisers and full on-site registration fees for all registrations distributed will be charged to the company.

Free registrations are to be collected from the Exhibitor Assistance Desk in the registration area of SpineWeek.

**Gold** sponsors are entitled to 10 free scientific registrations, and 5 tickets for the All Societies Get-Together

**Silver** sponsors are entitled to 7 free scientific registrations, and 2 tickets for the All Societies Get-Together

**Bronze** sponsors are entitled to 5 free scientific registrations and 1 ticket for the All Societies Get-Together

## **7.3 Congress materials**

Together with the program book, badges etc., companies will also receive one congress bag per free scientific registration.

An electronic copy of the list of participants will be sent to the company representatives after the meeting. Due to restrictions by the law on privacy this list will only contain the names and the country of origin of all participants pre-registered for SpineWeek 2020 and who approved to be on this list.

## **8 Company Profile & Logo**

**DEADLINE MARCH 13**



A company profile of all exhibiting companies will be published in the final program of SpineWeek 2020 as well as on the website. This is a short text (max 100 words) describing the company profile, product range, new products launched during SpineWeek, etc., This profile has been uploaded together with your company logo during your booth reservation process.

Please review your company details and make possible changes/amendments/ etc before March 13 on [www.SpineWeek.org/exhibition](http://www.SpineWeek.org/exhibition)  
(You will receive your login details in a separate email from MediCongress.)

## 9 Advertisements in the program book

**DEADLINE MARCH 13**

Sponsors/exhibitors having ordered advertisements should email an A4 full page colour ready-to-print high-quality pdf to [charlotte@medicongress.com](mailto:charlotte@medicongress.com) by March 13.  
This must be in PORTRAIT format - A4 portrait format is 29,7 cm high and 21 cm wide + 3 mm bleed on all sides (totalling 30,3 cm by 21,6 cm). Minimum resolution: 300 dpi.

## 10 Satellite Symposia and/or Workshops

**DEADLINE MARCH 13**

It is of paramount importance that the organizers of Satellite Symposiums/Workshops remain within the allocated time slot so that they do not interfere with the official scientific sessions.

The title of the Satellite Symposiums/Workshops must be communicated to MediCongress by **MARCH 13** at the latest.

Companies are requested to offer drinks and a light lunch before or during their Symposium/Workshop and have to contact the caterer of the Melbourne Convention and Exhibition Centre directly (see below).

The following audiovisual equipment is included in the room rental for Satellite Symposiums/Workshops:

- Plasma screen or projector
- Audio
- Laptop

Extra audiovisual items and technical staff must be ordered through the official AV Company. Please note that **no** external AV companies will be allowed to work in the MCEC.

### Create Live

Contact: Mr. Olivier De Baere  
Phone: +32 (0) 9 330 22 90  
Email: [spineweek2020@create.eu](mailto:spineweek2020@create.eu)  
Web: [www.create.eu/live/](http://www.create.eu/live/)



### Access to the satellite room

Companies having booked a **lunch satellite room** have access from 11.30 hrs until 14.30 hrs, at which point all company materials must have been removed.  
The lunch satellite time slot is: 12.30 – 14.00 hrs.

Companies having booked the same satellite room for two or more consecutive days will be authorized to leave their company materials in the rooms. Explicit approval is to be granted ([charlotte@medicongress.com](mailto:charlotte@medicongress.com)).



### **Set-up of the satellite room**

The set-up in all satellite rooms is theatre style with one lectern in front and a moderator table for two persons. It is allowed to put lunch buffets in the meeting rooms.

### **Delivery of promotional materials to the satellite symposia rooms**

The delivery and collection of flyers, printed matter and or any other promotional material for your symposium can be arranged through Valverde. For further instructions please contact Valverde.

### **Onsite duty manager for catering during satellites/workshops**

For onsite questions about catering in the workshop and satellite rooms, a specific telephone number of the duty manager will be given one week before the show.

### **How are the Satellite Symposia/Workshops announced?**

- A flyer with the program of the Symposium/Workshop can be inserted in the congress bag free of charge (see Congress bags inserts).
- All Announcements are to be made electronically. Touch screens will be available spread over the congress centre where permanently all satellite symposia will be announced together with the floor plans of the congress building and all relevant congress information.
- Companies organising a Satellite Symposium/Workshop can display (an) electronic poster(s) announcing their program(s). The dimensions of the screens are HD format/portrait format (1080pixels wide x 1920 pixels high). The electronic announcement should be sent in a PDF Format to Charlotte by **MARCH 13** at the latest.
- Companies are NOT allowed to display posters on other locations.
- Companies are free to distribute flyers with their Symposium/Workshop program on their proper booth and in front of the auditorium reserved for the purpose one hour before the Satellite Symposium/Workshop starts.
- **Hostesses will NOT be allowed to distribute flyers to participants in any other area of the congress premises.**
- The Symposium/Workshop will be announced in the final program of SpineWeek 2020, which all participants will receive.
- A max of 2 roll-up banners can be installed at the entrance door of the satellite room, one hour prior to the start of the satellite program.

## **11 Catering**

### **DEADLINE FOR CATERING ORDERS: APRIL 13**

The distribution of drinks and meals must be in compliance with the catering department of the MCEC. It is absolutely prohibited to bring in own food or drinks for distribution to congress participants.

We do allow small food items such as lollies or items under 50g/50mls, however all sponsors are required to submit a Sampling & Selling request form for approval:

[https://mcec.com.au/-/media/mcec/documents/exhibitor-services/forms/mcec\\_fb-sampling-selling-request\\_approvalform.pdf?la=en&return\\_to\\_exservices@mcec.com.au](https://mcec.com.au/-/media/mcec/documents/exhibitor-services/forms/mcec_fb-sampling-selling-request_approvalform.pdf?la=en&return_to_exservices@mcec.com.au)

### **11.1 Catering Department**

The exhibitor services stand catering guide is available here: <https://spineweek.org/exhibition/>



Note: The stand catering guide is applicable for Exhibition show floor catering only, not applicable to symposia catering.

## 11.2 Coffee Breaks

Tea and coffee will be available at the catering points within the exhibition area during the official hours listed in the program.

## 11.3 Food and Beverages

A light lunch will be offered to participants that do not want to take part in the industry workshops or satellite symposia. Also company representatives will have access to these catering facilities. All food and drinks will be offered in the catering area of the exhibition Bay.

Service of alcoholic beverages is permitted from midday (12.00 hrs) onwards. Companies may serve limited quantities of wine and beer, sourced from the official **Catering Company**. For any beverage service on the Exhibition floor by exhibitors please see Stand Catering guide with alcohol options available here:

<https://mcec.com.au/-/media/mcec/documents/exhibitor-services/mcec-exhibitor-services-catering-guide.pdf?la=en>

All alcohol service must be performed by an MCEC staff member.

## 12 Sponsorship of Participants

**DEADLINE MARCH 13**

### < 20 Participants – Individual Registrations

Register through the online submission form. You can add participants at the end of the registration process. ([www.spineweek.org/registration](http://www.spineweek.org/registration))

### >= 20 Participants – Group Registration

An Excel template is available on the website: [www.spineweek.org/registration](http://www.spineweek.org/registration).

The filled-out form must be sent to [astrid@medicongress.com](mailto:astrid@medicongress.com) with the credit card authorization form available on the website.

The registration fees applicable are those valid on the day of payment for the exact number of participants. The full amount for the group registration must be transferred immediately in order to secure this booking and to guarantee the registration rate.

All data requested must be supplied by March 13, 2020 at the latest.

Registrations Contact: Ms Astrid Dedrie, Assistant Congress Manager Medicongress  
Direct Phone: +32 (0)9 218 85 84 – Fax: +32 (0)9 344 40 10  
Contact Email: [astrid@medicongress.com](mailto:astrid@medicongress.com)



## 13 Scanners

All SpineWeek participants will wear a badge with a personalised barcode. Companies can rent bar code scanners in order to facilitate the exchange on information. The following information will be available for your company: Title, First Name, Last Name, Institution, Country and email address of the scanned participant badge.

Scanners can be ordered through the online badge order form (see page 11). The scanners can be collected at the registration desk as of Sunday, 26 April.

**Rate: € 250,00 / scanner**

## 14 Social Activities

### Welcome Reception

All exhibitors are kindly invited to participate in the Welcome Reception taking place in the exhibition bay of SpineWeek 2020 on Monday, April 27 as of 17.30 hrs. Access is free of charge for exhibitors wearing their exhibitor badges.

### All Societies Dinner

Companies are NOT allowed to organise any evening activities involving SpineWeek delegates on Wednesday, 29 April when the **all Societies Dinner** will take place at Metropolis.

However, companies are encouraged to invite their staff as well as their guests and SpineWeek participants to this event.

Tickets can be purchased through [www.spineweek.org/registration](http://www.spineweek.org/registration).

Bronze/Silver and Gold Sponsors receive 1/2/5 free entrance tickets. These tickets will be available at the registration desk.

## 15 Security

The exhibition as well as the Congress will be guarded 24 hrs, also during set-up and dismantling. In spite of the presence of night watchmen, MediCongress and MCEC declines any responsibility in the event of theft, losses and damages that may occur.

Security personnel will guard the entrances and the bays, but not the individual booths.

## 16 Official Carrier

Qatar Airways will be the official carrier of SpineWeek 2020. The information will be available on the website in the beginning of January.





## 17 Congress bag inserts

**ULTIMATE DAY OF DELIVERY: APRIL 17**

Companies having ordered an insert in the congress bag and companies organising a Satellite Symposium/Workshop must forward their flyers and programs as follows:

Delivery Date and Time: **On** 17 April 2020

**Destination address:** Agility Fairs & Events Pty Ltd Exhibitor name  
stand number  
28-32 Sky Road  
c/o Spineweek 2020 Melbourne Airport  
VIC,3045 Australia  
Attn. Fiona Ostoja T: +61 3 9330 9034

**Local handling, duty and taxes must be paid in full by the shipper.  
If you plan a shipment with bag inserts please email a pre-alert before delivery to [spineweek@valverde.nl](mailto:spineweek@valverde.nl) mentioning the shipping company, n° of items and tracking n°. Valverde will confirm delivery of your shipment within 24hrs of receipt.**

Format of insert: A4 maximum size  
Number of inserts: 3,000 copies  
Mailing: All inserts must be sent DDP and the organisers must not be involved in any delivery, storage and customs-related formalities or costs

Labelling: **CLEARLY MENTION ON ALL PARCELS:**  
**Sender:** For SpineWeek 2020  
Company Name  
Contact Name  
Phone / Email of contact  
Description **SPINeweek 2020 CONGRESS BAG INSERTS**  
Number of pieces  
Parcel numbers: eg 3 parcels are marked: 1/3, 2/3, 3/3

**INSERTS DELIVERED BEFORE OR AFTER THE SCHEDULED DATE  
WILL NOT BE INSERTED IN THE CONGRESS BAGS.  
DO NOT SEND ANY INSERTS TO THE CONVENTION CENTRE, NOR TO MEDICONGRESS.**

## 18 Hotel Room Reservations

After intense negotiations, MediCongress could achieve very competitive hotel rates from different hotels. Hotels are comparable to the internet published rates and are NOT upmarket by MediCongress.

Bookings can be made through: <https://spineweek.org/hotels/>



## 19 Terms of Payment

**DEADLINE FEBRUARY 25**

All companies had to pay a non-refundable warranty of 50% of the reserved total sponsorship amount upon making their reservations before January 2020.

However, we experience that some companies pay their invoices quite late and that the deadlines for payment as indicated on our invoices are not always respected.

These are the payment modalities in vigour for SpineWeek 2020:

All invoices - **without any exception and regardless of internal company rules** - should be paid at the latest on the deadline as indicated on the invoice. In case payment modalities are not fulfilled in time, the organisers reserve the right to cancel the stand space. In any event, the amount due - as invoiced - remains to be paid.

**Installation of your stand will only be allowed if payment in full is received by Medicongress by April 15, 2020.**

## 20 Liability & Insurances

The exhibitor is liable for harm to staff and equipment. Companies agree that neither the SpineWeek Organising Committee nor the Congress Organisers MediCongress assume any liability whatsoever.

The signatory renounces to take recourse against SpineWeek or against MediCongress and undertakes to underwrite insurance policies covering all the risks incurred by the material exhibited (theft, damage, etc...) along with public liability covering the permanent or occasional staff employed by the company, members of the public or any person whatsoever present at the SpineWeek 2020 congress.

In any case, insurance protection will NOT be given to the exhibitors by the Organiser.

The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of his staff, agents or contractors first enter the exhibition bay and to continue until all his exhibits and property have been removed.

The exhibiting firms, physical or moral representatives acting on their behalf agree to renounce any possible legal action against:

- MediCongress;
- The Organising Committee of SpineWeek 2020;
- The Melbourne Convention and Exhibition Centre
- Companies Next Meeting, East West and ToTT as well as their suppliers;
- And their staff, employees and/or persons under their responsibility.



## 21 General Conditions of SpineWeek 2019

**The standard terms and conditions of the Melbourne Congress and Convention Centre must be strictly observed. These standard terms and conditions can be consulted in the Exhibition section of the website: [www.spineweek.org](http://www.spineweek.org)**

- We advise not to leave valuable equipment on the stands when not manned.
- Exhibitors shall not be entitled to any compensation should political or economic circumstances or a case of 'force majeure' prevent the exhibition from being held, limit its size or modify its nature. Should it not be possible for the exhibition to open, all rental fees shall remain the property of the Organisers. It will not be possible for exhibitors to take recourse against the Organisers.
- The Organising Committee reserves the right to modify the exhibition floor plan at any time.
- The Organising Committee reserves the right to refuse admission to the exhibition or the congress to any person(s) and to order the expulsion of any person(s) whose conduct renders such a course desirable without further statement of reasons.
- The number of participants in the Meeting and the exhibition is an estimation, not a certainty.
- All use of special materials, radioactive materials, gases etc... must be approved of by MediCongress.
- By participating in the SpineWeek, the exhibitor accepts the general conditions as pointed out.
- Exhibitors shall abide by the local and site regulations with respect to law and order, safety and security. The Organiser will take appropriate action against those who do not comply with the regulations. The Organiser has the authority to demand removal/change or cancel participation of any structure not being in accordance with the Meeting rules. The decision of the Organiser will be final and binding.
- All activities organised by companies involving participants in the Meeting are to be decided on, in consultation with the Organising Committee.
- In case of contention only the court of Ghent (Belgium) is in charge and only Belgian law is applicable.

## 22 Useful Phone Numbers

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- International incident emergency helpline: 1300 555 135 (within Australia)



## IMPORTANT DEADLINES

### February 25, 2020

- Invoices for stand spaces / sponsorship must be paid in full
- Final floor plan of your stand must be sent to ToTT

### March 13, 2020

- Titles of the satellite symposia / Workshops are to be sent to MediCongress
- AV orders for satellite/workshop rooms are to be sent to Create Live
- Company profiles & logos (electronic submissions only) must be finalised
- Advertisements (pdf sent electronically) must be sent to MediCongress
- Group registrations: all names and addresses of sponsored guests are to be submitted through the website [www.SpineWeek.org](http://www.SpineWeek.org)

### April 12, 2020

- Pdf posters of satellite symposia must be sent to MediCongress for onsite display
- Exhibitor Badges must have been ordered through [www.SpineWeek.org](http://www.SpineWeek.org)

### April 17, 2020

- Congress bag inserts to be delivered to Valverde (later deliveries might not be handled)