

Exhibition Technical Manual

Dear Exhibitor,

We are pleased to share with you this Exhibition Technical Manual.

The Exhibition will be held as part of the **18th International Conference on Advanced Technologies & Treatments for Diabetes (ATTD 2025)**, scheduled to take place from **19-22 March, 2025**, in **Amsterdam, The Netherlands**.

Venue:

RAI Amsterdam

Entrance K

Europaplein 24

1078 GZ Amsterdam

The Netherlands

Please read this manual thoroughly as it provides important information and is designed to assist you in preparing for ATTD 2025 Exhibition.

Please forward this manual to all project stakeholders, including your agency and stand builder.

Tech Fair exhibitors – please refer to *Tech Fair Exhibitors' Manual* – [CLICK HERE](#)

For any questions, please contact the Exhibition Manager. E-mail: sgamliel@kenes.com

Exhibitors and Supporters Portal

The Portal enables Exhibitors and Supporters to:

- Submit Company **logo** and **profile**
- Order **Lead retrieval** (Badge scanners)
- Submit a list of **individual names for badges** based on the number of badges specified in your sponsorship contract

- Order extra **exhibitor badges**
- Submit **booth drawing** (applicable for “Space Only” booths)
- Submit lettering for **Fascia sign** (applicable for “Shell Scheme” booths)
- Submit **other deliverables** as per sponsorship contract

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

Login details to access the Portal have been sent to the company representative who signed the contract.

kindly keep the Exhibitor’s Portal link together with your login information on hand for future reference.

Notes:

- Each company received a **single user account and a password**. These credentials were sent to the primary contact listed in our system (usually the person who signed the contract). This individual is responsible for sharing the login information with any authorized team members or third parties who require access to the portal.
- The contract holder will be charged with **any purchase made** by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only **after** submission of your company **logo** and **profile**.
- Please note that access to the portal allows the user to see information from **previous transactions** made by your company with Kenes Group.
- **Only deliverables indicated in your contract**, should be submitted. Items that are not included in your contract will not be processed.

Exhibition Set-up	Monday, 17 March – “Space Only” booths	12:00-22:00 – “Space Only” booths <i>*Helmets & Safety Shoes are MANDATORY</i>
	Tuesday, 18 March	12:00-18:00 – “Shell Scheme” booths <i>*Helmets & Safety Shoes are MANDATORY</i> 08:00-22:00 – “Space Only” booths <i>*Helmets & Safety Shoes are MANDATORY</i> <i>By 21:00 all empty boxes, empty crates and packaging material should be removed, and all aisles should be cleared to allow cleaning and setting-up the hall for the following day.</i>
	Wednesday, 19 March	08:00-17:00 – Decoration only/Quiet Set-up <i>All decoration and adjustments must be confined <u>within the designated booth boundaries</u>. All aisles must be clear. No heavy machinery. Please <u>keep noise levels low</u> to avoid disturbing neighboring halls.</i>
Exhibition Opening Hours	Wednesday, 19 March	18:30 – End of Networking Reception
	Thursday, 20 March	09:30 – 17:00
	Friday, 21 March	10:00 – 17:30
	Saturday, 22 March	10:30 – 15:00
Dismantling	Saturday, 22 March	15:00 – 23:00 <i>*Helmets & Safety Shoes are mandatory</i> <i>Shell scheme booth materials must be removed by 17:00</i>

- The timetable is subject to possible changes in accordance with the scientific program. Updates will be provided as necessary.

- **HELMETS & SAFETY SHOES** are **MANDATORY** during:
Set-up: 17 & 18 March (including Shell Scheme booth exhibitors accessing the hall on 18 March)
Dismantling: Saturday, 22 March
Access to the exhibition hall will NOT be allowed without helmets and safety shoes.
Access without helmets & safety shoe is allowed only during Wednesday, 19 March which is a quiet set-up day (decorations within booth parameters only).
- **All personnel (stand builders, exhibitors, staff) must wear **setup & breakdown badge** during set-up and dismantling periods. Setup and breakdown badge are free of charge and will be provided by the Rai.**
Click [HERE](#) for further information.
Note: On Wednesday, 19 March (Quiet Set-up), exhibitors may use their **Exhibitor badges** which provided by the Conference/Kenes. There's no need for an additional RAI set-up badge on this specific day.
- Empty boxes, empty crates and packaging material must be removed no later than **Tuesday, 18 March at 21:00**.
All aisles must be clear of exhibits and packaging materials **by 21:00** to enable cleaning and setting up the Hall for the following day.
- **All exhibitors should be at their booth 30 minutes before the official opening hour.**
- Please note that delegates will be passing through the exhibition to reach the E-Posters area which may be active before and after the exhibition opening hours.
- Please do not leave any visible valuable articles at your booth. Please be advised that a security guard will be on duty overnight during official exhibition days, from closing time until the following day's opening.
Please consider hiring extra security for your booth before and after exhibition operating hours, if needed.

DISMANTLING:

- Dismantling of exhibition booths **is strictly prohibited** prior to the official closing time. Please be advised that sessions will be ongoing in the adjacent hall until 14:45. Consequently, attendees may remain in the exhibition area until 15:00.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.

Shell Scheme booths -> any equipment, display aid or other material left behind after **Saturday, 22 March at 17:00** will be considered discarded and abandoned.

'Space Only' booths -> any equipment, display aid or other material left behind after **Saturday, 22 March at 23:00** will be considered discarded and abandoned.

Any charges incurred for waste removal will be sent to the exhibitor.

Networking Reception

You are cordially invited to the *Networking Reception* which will be held in the exhibition area on Wednesday, 19 March. Check the timetable for specific times by clicking [here](#). Exhibitors are asked to please man their booth during the *Networking Reception* in the exhibition area.

Action Item	Deadline	Contact Person
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Company logo and profile	As soon as possible and no later than Monday, 6 January	<p>Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com/ Login details have been sent to company rep who signed the sponsorship agreement. For inquiries, please contact the Exhibition Manger E-mail: sgamliel@kenes.com</p>
Booth design for approval (Applicable for 'Space Only' booths)	Monday, 27 January	
Text for Fascia (Applicable for Shell Scheme booths only)		
Names for badges and extra exhibitor badges	Tuesday, 4 March	
Lead Retrieval Barcode Readers Order* (K Lead App)	Thursday, 13 March (extended) Onsite rate will be applied for order received after this deadline	
Graphics/Signage	Thursday, 20 February Orders placed after the deadline will incur additional fees. Late orders may not be delivered in time for the event.	<p>CLICK HERE for A-Booth Webshop For inquiries, please contact A-Booth Exhibitor Service E-mail: exhibitorservices@a-booth.nl</p>

<ul style="list-style-type: none"> • Electricity* (for Shell Scheme Booths only) • Furniture rental for all booth types • AV Equipment for booth only (Screens, Laptop, iPads) • Stand Fitting (for example: shelves, coat racks) • Lighting • Carpet 	<p>Tuesday, 4 March</p> <p>Orders placed after this deadline will incur additional fees.</p> <p>Stock subject to availability.</p>	<p>CLICK HERE for A-Booth Webshop</p> <p>For inquiries, please contact A-Booth Exhibitor Service</p> <p>E-mail: exhibitorservices@a-booth.nl</p>
<ul style="list-style-type: none"> • Electricity* for “Space Only” booths • Rigging* (applicable for “Space Only” booths) 	<ul style="list-style-type: none"> • Early bird deadline: Tuesday, 18 February <p>Place your orders for electricity and rigging BEFORE the Early Bird deadline and benefit from 20% discount ! (applicable for “Space Only” booths)</p> <ul style="list-style-type: none"> • Regular rates: 19 February – 27 February • Final deadline: Thursday, 27 February <p>Webshop closes after the final deadline. Late requests might not be accommodated.</p>	<p>CLICK HERE for the Rai Webshop</p> <p>For inquiries, please contact the Rai Exhibitor Service</p> <p>E-mail: exhibitorservices@rai.nl</p> <p>To create your account, please fill out a short form – click here. You will receive your login credentials within a few days.</p> <p>For Rigging only, you may also contact the Rai rigging partner directly (Mansveld Expotech) for information on rigging possibilities and a quote. E-mail: rigging@mansveldexpotech.nl</p>

<ul style="list-style-type: none"> • Permits 	<p>Tuesday, 18 February Webshop closes after the deadline. Late requests might not be accommodated.</p>	<p>CLICK HERE for the Rai Webshop For inquiries, please contact the Rai Exhibitor Service E-mail: exhibitorservices@rai.nl To create your account, please fill out a short form – click here. You will receive your login credentials within a few days.</p>
<ul style="list-style-type: none"> • In booth Catering* • Hostesses and Temporary Staff Hire • Security guard services* <ul style="list-style-type: none"> • Water connection 	<p>Thursday, 27 February Webshop closes after the deadline. Late requests might not be accommodated.</p>	<p>CLICK HERE for the Rai Webshop For inquiries, please contact the Rai Exhibitor Service E-mail: exhibitorservices@rai.nl To create your account, please fill out a short form – click here. You will receive your login credentials within a few days.</p>
<ul style="list-style-type: none"> • In-booth cleaning (before the opening and/or daily cleaning) • Waste removal services* • Submit names for Setup & Breakdown badges <ul style="list-style-type: none"> • Flowers & Plants • Dedicated Wi-Fi */ Internet* 	<p>Thursday, 13 March Webshop closes after the deadline. Late requests might not be accommodated.</p>	<p>CLICK HERE for the Rai Webshop For inquiries, please contact the Rai Exhibitor Service E-mail: exhibitorservices@rai.nl To create your account, please fill out a short form – click here. You will receive your login credentials within a few days.</p>
<ul style="list-style-type: none"> • Parking* • Safety equipment 	<p>Thursday, 13 March Parking and safety equipment will remain available on the Webshop after the deadline, but please order in advance.</p>	<p>CLICK HERE for the Rai Webshop For inquiries, please contact the Rai Exhibitor Service E-mail: exhibitorservices@rai.nl To create your account, please fill out a short form – click here. You will receive your login credentials within a few days.</p>
<p>Delivery Information</p>		

Door to Door Shipments	Please contact MERKUR	<p style="text-align: center;">Merkur Expo Logistics Contact person: Patricia Zintel E-mail: patricia.zintel@merkur-expo.com Mobile: + 49 (0) 170 2229525</p>
Airfreight Shipments		
Shipment via GERMANY warehouse	<p style="text-align: center;">No later than Wednesday, 12 March</p> <p style="text-align: center;">Kindly submit the pre-alert form of your shipment by 10 March</p>	
Exhibition goods – Direct Deliveries to Meeting Venue only full load trucks	<p style="text-align: center;">Subject to time slot</p>	

*An exclusive service

“K-Lead” Application – Barcode Scanner Application

Lead Retrieval systems are a helpful tool for receiving participants’ contact information when they visit your booth or session. The information obtained by lead retrieval system enables exhibitors and supporters to enhance their database by securing valuable leads for further marketing and communication.

We are pleased to offer you the “K-Lead” Application: exhibitors 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’ full contact information with a quick scan of their badge.

The advantages of the “K-Lead” application:

- **Instant Access:** download directly to your device; no extra hardware needed!
- **Effortless Lead Capture:** simply scan the barcode on

attendee badge

- **Live Lead View:** allows to view in real-time the leads information for immediate engagement.
- **Customize Notes:** ability to insert exhibitor's comments for each lead in free text format.
- Application is available for download from Apple store or Google play: "K-Lead App".
- Cost per unit – **EUR 700** (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company/personal device (tablet/smart phone). Operational information will be sent in due course.

To order "K-Lead" Application, please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>

Deadline: Thursday, 13March (extended)

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

Please note:

- **Device is not included.** The Application should be installed on your company/personal device (tablet/smart phone).
- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#). Kenes will not share delegate's personal data with third parties without their consent. Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.
- Barcodes on delegate's badges contain contact

information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.

- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

NEW! Boost Leads & Save Time: Upgrade to K-Lead PLUS!

Say goodbye to manual follow up emails: add EUR 750 and Upgrade your K-Lead app.

- **Automated Follow-up Emails:** K-Lead PLUS automatically sends personalized e-mail to booth/session visitors right after lead capture.
- **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.
- **Never Miss a Lead:** Say goodbye to the hassle of manual follow-ups. K-Lead PLUS ensures timely engagement with emails sent immediately 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.
- **K-Lead PLUS** requires at least one K-Lead license purchased and can be purchased via the Exhibitor's Portal.

Exhibitor Badges

- 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 9 sqm booked, and one additional badge for each 9 sqm thereafter.

- **The exhibitor badges allow access to the exhibition area and to the *Networking Reception*.**
- Exhibitor badges will be personalized i.e. they will include the name of the badge holder as well as the country and company name. **Please submit the list of individual names via the Exhibitors Portal no later than **Tuesday, 4 March**.**
- Exhibitor badge holders are **not** eligible for CME/CPD credits and will *not* be listed in the list of participants (if applicable).
- **Exhibitor badges can be collected on-site, from the self service kiosks located at the registration area during registration opening hours. Please note that badges will not be mailed in advance.**
- Additional **exhibitor badges** may be purchased online through the Exhibitor's Portal, at the rate of **EUR 270** per badge.

Companies may purchase a maximum number of exhibitor badges as follows:

Booths of up to 60sqm – 15 exhibitor badges

Booths larger than 60sqm – 25 exhibitor badges

Notes:

– Deadline for ordering additional exhibitor badges via the Exhibitor Portal: **Tuesday, 4 March**.

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

– Please make sure that your company profile has been submitted via the Exhibitor's Portal *before* placing an order.

- All company representatives are required to wear exhibitor badges to access the Exhibition. Company representatives not wearing their badges will not be

allowed to access the Exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the Exhibition.

For any enquiries related to registration, please contact the Registration Manager, Viktoria Georgieva by e-mail at: vgeorgieva@kenes.com

Access to the Exhibition Hall during Set-up and Dismantling Times

Stand builders and staff **must wear set-up/breakdown badges** during the entire set-up and dismantling period. Set-up/breakdown badges are free of charge and require pre-registration. For further details, please refer to section "[Badges for Set-up and Breakdown](#)"

Access to the Exhibition Hall during Set-up and Dismantling Times

During setup and breakdown periods, RAI Amsterdam is only accessible with a **valid setup and breakdown badge**. Everyone who wishes to access the exhibition hall during setup and breakdown must **pre-register online**.

Online registration is possible via the [Rai Webshop](#) (preferably before Thursday, 13March) under "**Access and badges**" section – click on the red button titled "**Register for a build-up/breakdown badge**".

To apply for a build-up/breakdown badge, the following information is required:

Business name:

Contact person e-mail:

Contact person first name:

Contact person last name:

Contact person phone number:

Type: (Stand Builder or Exhibitor)

After registration, you will receive an email with pick up information and barcode.

Setup and breakdown badge will be issued via badge kiosks located at the various entrances of the RAI.

Registration for a badge can also be done on site, but may involve a waiting time.

If you have any questions about the build-up and breakdown badges, please contact RAI Security via badgecentre@rai.nl or the **Rai Exhibitor Service**. E-mail: exhibitorservices@rai.nl

During your stay, you must follow the terms of the [General Access Policy](#) and always wear your badge **clearly visible**.

The badge is **strictly personal**.

The individual badge issued for setup may also be used for dismantling. Kindly keep your setup badge safe. You may use it again for the dismantling.

Report the **loss or theft** of your badge immediately to Safety & Security. Tel: +31 (0) 20 549 1930

Always follow the instructions of the Rai personnel.

Please be advised that setup and breakdown badges do NOT grant access to the exhibition hall during the official opening times.

On **Wednesday, 19 March (Quiet Set-up)**, exhibitors may use their Exhibitor badges which provided by the Conference/Kenes. There's no need for an additional RAI set-up badge on this specific day.

Please note that a badge is mandatory at all times within RAI Amsterdam. This could be the Rai setup/breakdown badge or the Conference/Kenesn exhibitor badge.

If exhibitors can collect their badges before entering the halls, these can be used. Otherwise, a setup badge must be worn.

Exhibition Floor Plan & List of Exhibitors

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 – [click here](#)

Exhibition Hall

The exhibition will be held in **Hall 1** which is located on ground level.

For **virtual tour** – click [HERE](#)

Participants will enter from **Entrance K**



Floor

Floor finish: Asphalt (under and on the balcony -> concrete)

Maximum floor load: 3,000 kg/ m² (30,000 N/ m²)

Maximum floor load balcony and beneath balcony : 500 kg/ m²
(5,000 N/ m²)



Power supplies and other utilities, such as internet cables, are typically distributed to booths **via the floor**. However, it is crucial to verify this with us in advance, as these may vary depending on the specific booth location and your unique

requirements.

For further information regarding **electricity**, please [CLICK HERE](#)

Exhibitors and stand builders are responsible for ensuring that the exhibition floor is left in the same condition it was found in. Any damage or soiling that cannot be removed during routine cleaning will be charged to the exhibitor or stand builder.

Raised Floor / Platform

- Please note that if your booth has a raised floor or platform **of any height**, you are required to provide a **ramp or sloped edging around the entire booth** or have a **sloped edge of at least one metre wide** (suffice for wheelchairs and walkers) to ensure access for people with wheelchair or limited mobility. The sloped edge should be realised in a matte colour that contrasts with the other floor edges.
- If a stand floor has a height difference of 22 cm, the main access points should be fitted with steps.
- Stand floors with a height difference of 20cm from the aisle require a ramp of at least one meter wide for visitors with a disability.
 - height up to 10 cm: at least 1×1 m;
 - height up to 20 cm: at least 1×2 m.
- The platform sides must be closed off and neatly finished. The platform edges must be safe, secured and easily visible to avoid trip hazard. The raised floor should have an outer edge/trim in a matte colour which contrasts with the colour of the aisle and any ramp. Sharp edges and corners should be avoided, potentially through the use of beveled edges. Floor connections should have a smooth transition (no high thresholds).
- If a ramp is placed in the corner of a stand, a protection strip (raised edge) of around 4 cm should be

placed in the longitudinal direction.

For your reference, see below examples of raised floor with sloping edges



Our team will be conducting inspections onsite to ensure all booths comply with this accessibility policy. In the event that a raised platform booth lacks a ramp or sloped edging, we regret to inform you that your booth will not be approved for operation until the access issue is rectified.

- Exhibitors intending to install a raised floor or platform within their booth space are required to notify the organizer / the venue / the official stand contractor (A-Booth), when submitting their booth drawings for approval. This notification is essential as services like electricity, water, and internet are mostly provided through floor-based cabling. Raised floor or platform installation must, therefore, be scheduled after the relevant cabling work is completed. Please ensure these points remain accessible at all times. **Please note that once the raised floor is installed, we cannot accommodate service requests requiring access beneath the floor.**

Build-Up Height

- The **maximum** building height for the **top** of all elements, **including hanging banners**, is **5 meters**
- Shell scheme booths build up height is **2.5 meters**
- **Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.**
- **If your booth shares a wall/border with another booth**

(back-to-back walls or side-by-side walls):

Any part facing the adjacent booth(s) that is above 2.5m in height must be designed with neutral tones (preferably white). The reverse side of any booth that is adjacent to another booth – over 2.5m in height – must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.

To view the full design guidelines for “Space Only” booths, please refer to “Space Only Booth” section – [CLICK HERE](#)

Ceiling Hangings/Rigging

- Ceiling hanging is permitted.
- The maximum building height for the top of all elements, **including hanging banners, is 5 meters.**
- Lighting trusses maximum height: **6.5 m**
- All rigging projects must comply with the venue’s specific regulations and safety standards. Click [HERE](#) for full Rigging regulations.
- **Hoists, trusses and suspension points**
Mansveld Expotech is the Rai experienced rigging partner. To ensure safety, third-party rigging is strictly prohibited.
The rental, assembly and disassembly of truss systems and electric and manual hoists can be easily arranged through Mansveld Expotech.
- Any rigging project must be approved by the Rai. A description of how the rigging plan must be submitted to the RAI can be found [HERE](#)
- The division of tasks between the rigging partner (Mansveld Expotech) and the stand builder/exhibitor is determined on a case-by-case basis, considering the unique requirements of each project. Once rigging requests are submitted, Mansveld Expotech can coordinate and define the responsibilities.
- Please place your order for rigging via the [Rai Webshop](#).

Deadlines are as follows:

Early bird **discount of 20%** is available for rigging orders placed until **18 February**.

19 February – 27 February – Regular rates

Final deadline: Thursday, 27 February. Webshop closes after the final deadline. As of 28 February, rigging requested will not be accepted.

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few days.

For inquiries, please contact the Rai Exhibitor Service
E-mail: exhibitorservices@rai.nl or reach out directly to **Mansveld Expotech** the Rai rigging partner via e-mail: rigging@mansveldexpotech.nl

Through this email, exhibitors may inquire about rigging possibilities and obtain a quote.

- Suspended banners /hanging ceilings with **360-degree branding/logo** are only allowed for **island booths**.
- For booths sharing a border with another booth (back-to-back walls or side-by-side walls):

The reverse side of any hanging banner – which is facing the adjacent booth – must be plain white or gray, without any logos, graphics, or wiring. Hanging logos and advertisements must **not** face neighboring booths.

Note: At all times the RAI reserves the right to take down the rigging or to arrange for a load which has already been approved to be reduced (e.g. in case of snowfall) at any time. The rigging party should be aware that the RAI checks whether the suspension points have been constructed in accordance with guidelines and the rigging plan. If this is not the case, the RAI is authorised to reject the rigging. In the event of rejection, the RAI is not liable for any damages (such as financial damage or damage to image).

Loading Bay Access

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.

Loading doors* (height x width):

East side loading door number 1.1 > 3.80 m x 4.10 m

East side loading door number 1.2 > 3.80 m x 4.10 m

West side loading door number 1.19 > 4.00 m x 6.00 m

*Note: please note that not all 3 loading doors will be in use during setup and dismantling. The specific doors used will be determined closer to the event based on exhibition logistics needs.

Only Merkur can register trucks. Exhibitors and stand builders are NOT allowed to register their trucks directly with the Rai. Any truck not registered through Merkur won't be included in the truck schedule for this event and will not be granted access to the facilities.

Contact person:

Merkur Expo Logistics GmbH

Patricia Zinte | E-mail: Patricia.Zintel@merkur-expo.com |

Mobile: +49 (0) 170 2229525

For smooth operations, we kindly ask that you adhere strictly to these time slots and remove vehicles promptly after unloading.

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

[CLICK HERE](#) for **general freight traffic regulations** (Reminder: ATTD 2025 exhibition will take place in Hall 1)

For security, insurance, and efficiency reasons, Merkur Expo Logistics is the sole official agent to handle cargo inside the venue. Stand builders are prohibited from using trolleys during set-up and dismantling periods. Only the official logistic agent is authorized to operate forklifts or pallet

jacks within the venue.

Shell Scheme Booths

To ensure a smooth and efficient installation and dismantling process of your shell scheme booth, **A-Booth** has been appointed as the **official stand contractor** for ATTD 2025.

Pre-booked shell scheme booths through Kenes include the following:

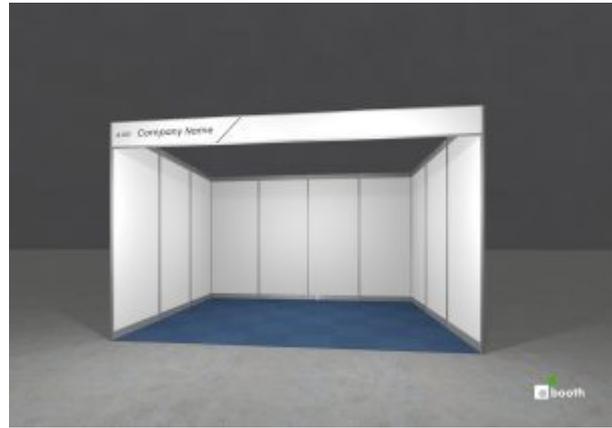
- **Walling** – standard shell scheme panels, 2.5m-high
- Company name on **Fascia board** printed in standard lettering (black & white).
- One **spotlight** per 3 m² (electricity should be ordered separately)
- **Light blue carpet tiles**

9 sqm

6 sqm

12 sqm





Images shown are for illustration purposes only

- Actual panel size (**including** the metal frame): 982 mm W x 2312 mm H
- Visible panel size (**excluding** the metal frame): 970 mm W x 2300 mm H

To enhance your booth's visual impact, consider adding custom graphics to your walls. For detailed information and pricing on graphics printing services, please refer to **A-Booth Webshop** – [CLICK HERE](#)

Deadline: Thursday, 20 February

Click [HERE](#) for the **graphics printing factsheet**.

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

Tech Fair exhibitors – please refer to *Tech Fair Exhibitors' Manual* – [CLICK HERE](#)

Shell Scheme booths do NOT include:

- Electricity
- Furniture
- In-booth cleaning

Electricity for Shell Scheme booths can be ordered directly with **A-Booth**, the official stand contractor. Please access the **A-Booth Webshop** – [CLICK HERE](#)

Deadline: Tuesday, 4 March

Orders placed after this deadline will incur additional fees.
For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

Furniture can be ordered directly with **A-Booth**, the official stand contractor. Please access the **A-Booth Webshop** – [CLICK HERE](#)

Deadline: Tuesday, 4 March

Orders placed after this deadline will incur additional fees.
Stock subject to availability.

For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

In-booth cleaning (before the opening and/or daily cleaning) can be ordered through the **Rai Webshop** – [CLICK HERE](#).

Deadline: Thursday, 13 March

Late requests might not be accepted.

For inquiries, please contact the **Rai Exhibitor Service**. E-mail: exhibitorservices@rai.nl

Shell Scheme Carpet

Shell scheme booth comes with light blue carpet tiles as part of the shell scheme package.

For a different carpet color, view the available color options via A-Booth Webshop. Additional fees apply for the rental and installation.

Orders for alternative carpet can be placed via A-Booth Webshop – [CLICK HERE](#) .

Deadline: Tuesday, 4 March

Orders placed after the deadline will incur additional fees.
Stock subject to availability.

For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

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 **Monday, 27 January**.

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 includes black lettering on a white background.

Company logo or custom graphics can be printed on the fascia board at additional cost. Please submit your request for custom fascia directly with A-Booth – the official stand contractor.

For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by **A-Booth** – 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 before **Monday, 27 January**.
- 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 **Monday, 27 January** – it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with light blue carpet tiles. 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 forms or contact the official stand contractor – as per published deadlines (refer to sections “[Deadlines & Key dates](#)” and “[Booth Services](#)” for more information).

Space Only Booths

Exhibitors who have booked “Space Only” booth are required to submit the following for approval **until Monday, 27 January the latest.**

- A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed booth to be built.
- Electrical connections – a list of all appliances.
- Other utility connections such as water, drainage are subject to availability and must be checked with the Exhibition Manager prior to submitting the designs.
- The name and contact details of the construction company.
- Floor type and height

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

Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises.
Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.
- **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. We try to keep the exhibition as open and inviting as possible. Wall construction along aisles is permitted, but the wall should **not** exceed 1/3 (one-third) of the total side length.
- **Construction finish must be perfect** in all the booth's visible areas, including **booth ceiling** and rear sides.
- If your booth includes a storage or any element with a ceiling, it is recommended to keep the ceiling open. However, if a closed ceiling is necessary, it must strictly adhere to **Fire Service Regulations** as outlined in this [link](#).
- **Raised floor/platform:** Please note that if your booth has a raised floor or platform **of any height**, you are required to provide a **ramp** or **sloped edging around the**

entire booth or have a **sloped edge of at least 1 meter wide** (suffice for wheelchairs and walkers) to ensure access for people with wheelchair or limited mobility. The sloped edge should be realised in a matte colour that contrasts with the other floor edges.

If a stand floor has a height difference of 22 cm, the main access points should be fitted with steps.

Stand floors with a height difference of 20cm from the aisle require a ramp of at least one metre wide for visitors with a disability.

Height up to 10 cm: at least 1×1 m.

Height up to 20 cm: at least 1×2 m.

The platform/ raised floor sides must be closed off and neatly finished. The platform edges must be safe, secured and easily visible to avoid trip hazard. The raised floor should have an outer edge/trim in a matte colour which contrasts with the colour of the aisle and any ramp. Sharp edges and corners should be avoided, potentially through the use of beveled edges.

Floor connections should have a smooth transition (no high thresholds).

If a ramp is placed in the corner of a stand, a protection strip (raised edge) of around 4 cm should be placed in the longitudinal direction.

For your reference, see below examples of raised floor with sloping edges:



Our team will be conducting inspections onsite to ensure all booths comply with this accessibility policy. In the event that a raised platform booth lacks a ramp or sloped edging, we regret to inform you that your booth will not be

approved for operation until the access issue is rectified.

- All structural **back walls** of **adjacent booths** must be properly decorated. For back walls (reverse side) exceeding **2.5 meters** in height, a neutral white or gray finish is required – no wiring, graphics, or logos. This mainly applies to booths with a shared border (back-to-back or side-by-side).
- Advertising on the boundary with other booths is prohibited.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- **Multilevel** structures are **not permitted**.
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- The **maximum** building height for the **top** of all elements, **including hanging banners**, is **5 meters**.
- **Ceiling hanging** is permitted. Please refer to section ["Hall Specifications and Important Technical Information"](#).
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
 - Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
 - Any counter, desk etc. or device (i-Pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
 - Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.

- All installed structures, including exhibition stands, installations, special structures, exhibits, and advertising displays, must be sufficiently stable. They must not pose a threat to public safety, order, or endanger life and health.
- Exhibitors and stand builders are responsible for ensuring the load-bearing capacity and stability of the structure and may be required to provide supporting documentation as proof.

Kindly note:

- The organiser 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 organiser.**
- **The used space must be returned to the venue completely clear of all items and restored to their original state.** Using drills, nails, screws, glue or other materials or means of attachment to fix parts to the Convention Centre is prohibited. If tape from carpet tiles etc. is discovered on the floor of the exhibition hall after the exhibition, the Party concerned will be billed for the costs of removal.
- We recommend exhibitors using independent stand contractors to include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact the Exhibition Manager to coordinate a visit. E-mail: sgamliel@kenes.com

Important safety notice:

Please note that **safety shoes and helmets are mandatory** during:

- Set-up: 17-18 March
- Dismantling: 22 March (Saturday)

Access to the exhibition hall will be denied to individuals

not adhering to this safety requirement.

Further rules and regulations are published under "[Rules and Regulations](#)" section.

Electricity and Electrical Installations – Information for ALL booths

To ensure maximum safety, all electrical connections to power supply **can only be carried by the Rai.**

- **Power may not be generated in any other way, for example by means of generators.**
- **All installations should comply with the regulations as contained in the most recent versions of standards NEN-1010, NEN-3140 and NEN-EN 50110. Electrical installations must always be approved by the RAI before use.**

Only the Rai is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from the venue and to pay for the electrical consumption according to his power needs. The exhibitors must name the person responsible for the stand's electric installation project.

Power is supplied through floor ducts in the hall. Cables connect the duct to a power box which distributes electricity to your stand.

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. Check the label on your appliance to find its power usage. Damage caused to the main or to specific points by these connections is the sole responsibility of the exhibitors/stand builders.**

To ensure your booth has electricity, please make sure to place your order as follows:

Shell Scheme Booths

Please place your order for electricity via A-Booth Webshop
[CLICK HERE](#) for **A-Booth Webshop**

Deadline: Tuesday, 4 March

For inquiries, please contact A-Booth Exhibitor Service. E-mail: exhibitorservices@a-booth.nl

Space Only Booths

Please place your order for electricity via the Rai Webshop –
[CLICK HERE](#)

[CLICK HERE](#) for a quick tutorial on how to order power for your stand.

- **Early bird deadline: Tuesday, 18 February**

Orders placed BEFORE the early bird deadline will qualify for a 20% discount!

- **Regular rates: 19 February – 27 February**

- **Final deadline: Thursday, 27 February**

Webshop closes after the deadline. Late requests may not be accommodated

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few days.

For inquiries, please contact the **Rai Exhibitor Service**. E-mail: exhibitorservices@rai.nl

Important !

Day power runs from 8am to 8pm.

For power outside these hours – order a night power.

Power connections start on the final buildup day (18 March, exact hour TBA). Order build up and/or breakdown power if needed.

24 hours power is also available via the Rai webshop.

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.

Please review the “Rules & regulations: Electrical work” – [CLICK HERE](#) – for additional electrical work requirements.

On the last day, the power supply will be switched off for safety reasons immediately after the close of the exhibition. Make allowance for this by switching off your equipment in good time.

Booth Essentials

Electricity for **Space Only** booths can be ordered via the **Rai Webshop** – [CLICK HERE](#)

- **Early bird deadline: Tuesday, 18 February**
Orders placed BEFORE the early bird deadline will qualify for a 20% discount!
- **Regular rates: 19 February – 27 February**
- **Final deadline: Thursday, 27 February**
Webshop closes after the final deadline. Late requests might not be accommodated.

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few days.

For inquiries, please contact the **Rai Exhibitor Service**. E-mail: exhibitorservices@rai.nl

Electricity for **Shell Scheme** booths can be ordered via **A-Booth Webshop** – [CLICK HERE](#)

Deadline: Tuesday, 4 March

Orders placed after this deadline will incur additional fees.

Stock subject to availability.

For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

Furniture can be ordered directly with **A-Booth**, the official stand contractor. Please access the **A-Booth Webshop** – [CLICK HERE](#)

Deadline: **Tuesday, 4 March**

Orders placed after this deadline will incur additional fees.

Stock subject to availability.

For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

Booth signage / print graphics can be ordered directly with **A-Booth**, the official stand contractor. Please access the **A-Booth Webshop** – [CLICK HERE](#)

Deadline: **Thursday, 20 February**

Orders placed after the deadline will incur additional fees.

Late orders may not be delivered in time for the event.

For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

Screens, Laptops, Tablets and Audio Visual Equipment can be ordered directly with **A-Booth**, the official stand contractor. Please access the **A-Booth Webshop** – [CLICK HERE](#)

Deadline: **Tuesday, 4 March**

Orders placed after this deadline will incur additional fees.

Stock subject to availability.

For inquiries, please contact **A-Booth Exhibitor Service**. E-mail: exhibitorservices@a-booth.nl

Note: AV for Industry Symposia and meeting rooms should be placed via the AV Coordinator, Mike Perchig. E-mail: nest@nest-av.com

In-booth Catering

RAI Amsterdam has an exclusive, in-house catering department which manages catering activities.

No other catering companies are permitted to operate within the venue.

Bringing food and beverages (F&B) from outside the Rai is strictly prohibited.

This includes full-service barista concepts (machine, barista(s), coffee ingredients). Personal baristas are NOT permitted.

However, you may bring your own **self-service coffee machine**, provided you use **RAI-supplied coffee beans, milk, and other coffee ingredients**.

Additionally, **bringing branded water, branded chocolate, or other similar items is NOT allowed**. The RAI offers branded products and can provide you with quotations.

Exceptions may be considered by the Rai **in special circumstances only**, with prior written approval (buy-out/corkage fees will apply).

Exhibitors may not sell or serve (for example: samples) food or beverages unless agreed otherwise by RAI in writing, on conditions yet to be agreed in connection with the hospitality permits in force and the food safety regulations in the Netherlands.

Only RAI may supply food and/or beverages to the participants and other third parties and their personnel (including the supply of food and/or beverages to and at stands during exhibitions).

You can arrange catering via the **Rai Webshop** – [CLICK HERE](#)

Deadline: Thursday, 27 February

Webshop closes after the final deadline. Late requests might not be accommodated.

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few

days.

For inquiries, please contact the **Rai Exhibitor Service**. E-mail: exhibitorservices@rai.nl

Exhibitors are responsible for ensuring their booth has sufficient space to store and display all requested F&B deliveries

In-Booth Cleaning

The organiser will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (**excluding** exhibit booths and displays).

In-booth cleaning (before the opening and/or daily cleaning) can be ordered through the **Rai Webshop** – [CLICK HERE](#).

Deadline: Thursday, 13March

Webshop closes after the final deadline. Late requests might not be accommodated.

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few days.

For inquiries, please contact the Rai Exhibitor Service. E-mail: exhibitorservices@rai.nl

Internet Connection

Complimentary Wi-Fi will be available in the Exhibition Hall and most other areas during official conference days. For exhibitors requiring **dedicated** internet connections in their booth, please refer to the **Rai Webshop** – [CLICK HERE](#).

Deadline: Thursday, 13March

Webshop closes after the final deadline. Late requests might not be accommodated.

To create your account, please fill out a short form – [click](#)

[here](#). You will receive your login credentials within a few days.

For inquiries, please contact the Rai Exhibitor Service. E-mail: exhibitorservices@rai.nl

Important:

- **Creating your own private Wi-Fi network is not permitted.**
- **The Rai 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 venue if they intend to install a raised floor or platform as internet cables mostly **come from the floor**. Raised floor or platform installation must be scheduled **after** completing the 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

Please do not leave any bags, boxes, suitcases or any type of product unattended at any time, whether inside or outside the

exhibition area.

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 **Rai Webshop** – [CLICK HERE](#)

Deadline: Thursday, 27 February

Webshop closes after the final deadline. Late requests might not be accommodated.

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few days.

For inquiries, please contact the Rai Exhibitor Service. E-mail: exhibitorservices@rai.nl

Waste Removal

On-site waste disposal services are available via the **Rai Webshop** – [CLICK HERE](#) . This service is relevant for exhibitors with **large volume of waste**.

Deadline: Thursday, 27 February

Webshop closes after the final deadline. Late requests might not be accommodated.

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few days.

For inquiries, please contact the Rai Exhibitor Service. E-mail: exhibitorservices@rai.nl

Storage

Short-term storage of materials left over after assembly (empty boxes, crates, cases , palettes etc.) should be coordinated with *Merkur* team (payable service).

Under no circumstances may packing materials of any kind be left in the aisles, booths, around or behind the booths.

Please contact *Merkur* with information on sizes and number of parcels, size and storage period.

Contact person: Patricia Zintel

E-mail: patricia.zintel@merkur-expo.com

Mobile: + 49 (0) 170 2229525

Please be advised that items delivered to the venue before the designated setup period will NOT be accepted by venue staff. Please coordinate with *Merkur* to ensure deliveries arrive within the designated set-up period.

Once the event & dismantling are over, the venue shall bear no responsibility for safeguarding or storing any items left behind on the premises. Should the venue undertake the removal of such items, the associated costs will be borne by the exhibitor.

Hostesses & Temporary Staff Hire

If you wish to hire security for your booth, this can be done via the **Rai Webshop** – [CLICK HERE](#)

Deadline: Thursday, Thursday, 27 February

Webshop closes after the final deadline. Late requests might not be accommodated.

To create your account, please fill out a short form – [click here](#). You will receive your login credentials within a few days.

For inquiries, please contact the Rai Exhibitor Service. E-mail: exhibitorservices@rai.nl

Place your order before the deadline to avoid extra fees and ensure on-time delivery for the event !

Permits

The Rai is subject to local regulations set by the Amsterdam General Municipal Bye-Law (APV) that govern public order and safety in the city of Amsterdam. Anyone operating within the RAI must adhere to these local laws and regulations.

The RAI is one of the few private companies in the Netherlands that is authorized **to grant permits** for various event-related activities. These permits are necessary to ensure compliance with local laws and regulations.

You can apply for the following permits through the Rai Webshop:

- **Collection**

A permission for holding a collection is required (Collecting **donations**). Important: it has to take place during daytime and the funds have to be collected in closed boxes.

- **Lottery**

A permit is required to organise a **lottery** or **competition**. A license is required to supervise and to ensure that the rules for games of chance are complied with. This permit will be accepted or rejected in consultation with the organiser.

- **Open Fire/Pressurised Containers**

If you have an open fire or if you use pressure containers (for example gas bottles) on your stand, request permission from the Rai. This also applies to the use of fuel engines.

- **Use of Drone**

The RAI Amsterdam has specific regulations regarding drone usage within its premises. Permission is required from both the RAI and the event organizer before flying a drone.

- **Waterobject**

The use of “open” liquids on your stand requires an approval. Due to the possibility of leakage, water damage or, for example, legionella, you need permission from the RAI for the use of water on your stand. The permit is required for (functional) use of ‘open liquids’ such as fountains, high-pressure cleaners, humidifiers, shower equipment, saunas or whirlpools and separate air-conditioning systems. You do not need special permission for normal kitchen use of water.

Further information regarding each permit can be found on the Rai Webshop, under “**Products & services**” section → “**Permits**” There are paid and free permits. In both cases, you can submit your application via the Rai Webshop – [CLICK HERE](#)

Deadline: Thursday, 27 February

Webshop closes after the final deadline. Late requests might not be accommodated.

For inquiries, please contact permits@rai.nl or the **Rai Exhibitor Service**. E-mail: exhibitorservices@rai.nl

The [Permits Handbook](#) contains more information about how to apply for the requisite licences and permits.

Whether your request for a permit will be granted is a matter for RAI to decide.

Shipping Instructions

Merkur Expo Logistics GmbH has been nominated as the sole official freight forwarder, customs broker, and handling logistic agent for ATTD 2025.

For safety and time reasons, no other contractor is permitted

to bring the lifting platform into the venue and operate it.
Merkur offers the following services:

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

Contact information:

Merkur Expo Logistics GmbH

Patricia Zinte | E-mail: Patricia.Zintel@merkur-expo.com |

Mobile: +49 (0) 170 2229525

**For shipping instructions and tariff,
please [click here](#)**

The venue does not accept shipments that are sent directly.
Only full truckloads of stand construction materials can be delivered directly to the venue (subject to the confirmed time slot and only within the official set-up times)

Only Merkur can register trucks. Exhibitors and stand builders are NOT allowed to register their trucks directly with the Rai. Any truck not registered through Merkur won't be included in the truck schedule for this show and will not be granted access to the facilities.

Deliveries

- The delivery and removal of materials and goods for the exhibition booths is allowed only by Merkur – the official logistic agent.
- Please be advised that **neither** the organiser nor the Rai 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.

- Special requests for direct delivery to the venue will only be considered in exceptional circumstances and must be reviewed – case by case – by Merkur (for custom-cleared courier shipments only).
- Deliveries may not be made prior to Monday, 17 March. Any deliveries prior to this date, or off the official working hours, **will not be accepted**.
- 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: Rules & Regulations

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

Adhere to Safe Working Practices within the RAI – [click here](#)

[Fire Service Regulations](#)

Read the RAI Facility Regulations – [click here](#)

Animals

It is not permitted to bring animals into the venue.

Blackout Policy

All conference supporters (sponsors, exhibitors, special interest groups and other stakeholders) are kindly requested to respect the ATTD 2025 blackout policy and refrain from holding organised meetings or events for more than 10 people during the conference **plenary and scientific sessions**. Click [here](#) to view the scientific program.

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 and drugs.

- The Exhibitors and contractors are required to wear the necessary personal **protective equipment** such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.
- The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

Children

No person under the age of 18 years can be admitted to the Exhibition, 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.

Chalk Drawings or Street Stickers

Street stickers, spray graffiti or chalk drawings on the premises of the RAI is NOT allowed.

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

- Stand material and fittings must be non-flammable or impregnated treated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and reeds are prohibited.
- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Health & Safety

- It is the responsibility of the stand 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 stand holders appoint a supervisor for the stand, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the stand and submitted to the organisers.

Personal Protection Equipment

All workers are asked to follow the legal health and safety regulations of their respective profession. In addition, wearing safety shoes and a helmet is a MUST for everybody during the build-up and breakdown period.

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 organisers nor the venue, 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 organisers 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 organisers 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 organisers 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.

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 organisers 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 organisers find it necessary to change the dates of the Exhibition, the organisers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organisers 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 venue or any part thereof in any manner whatsoever.

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.

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 neighbouring 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.
- Live music is not allowed.
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organisers 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 organisers 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 organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

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 booth.
- Advertising activities must not cause obstructions or disturbances in the aisles 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.
- **Filming:**
 - Exhibitors may film within their own booth, capturing

their own staff and materials. However, all equipment and camera crew must remain within the designated booth boundaries.

– Filming of other exhibitors, their materials, Congress features, or any sessions is strictly prohibited without prior written permission from the organizer or the respective exhibitor.

▪ **Photography:**

– Photography within booths is not permitted during exhibition setup/breakdown unless the photographer is officially hired by the exhibitor and ensures no neighboring booths are included in the pictures.

-During exhibition opening hours, photography of all aspects of the event is generally allowed, except where the photographer or equipment would obstruct or endanger delegates or staff.

Smoking Policy

Smoking is prohibited by law in the RAI buildings. RAI has extended this ban to electronic cigarettes (e-cigarettes), so that their use in the RAI buildings is also prohibited. The ban extends to the underground car parks. Smoking outdoors on the RAI site is permitted in the vicinity of the designated areas, which are indicated by the smoking symbol. Smokers are expected not to smoke near entrances and exits and must deposit cigarette stubs in ashtrays.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the stands.

No permission will be given for projection in the aisles or on the walls of the hall.

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 organisers at the expense of the exhibitor concerned.

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.

Official Contractors:

Electricity for Shell Scheme booths / Furniture Rental / Graphics & Signage (Self-standing signs, roll-ups)/ Additional Stand Fittings / Screens, Tablets & AV Equipment (for booths only) / Flowers & Plants / Lighting

A-Booth

[CLICK HERE](#) for A-Booth Webshop

For inquiries, please contact A-Booth Exhibitor Service

E-mail: exhibitorservices@a-booth.nl

Electricity for "Space Only" booths / Rigging / In-booth cleaning / In-booth Catering / Waste removal services / Hostesses / Security guard services / Water Connection / Safety Equipment / Parking / Permits

The Rai

Above listed services are exclusive to the Rai.

[CLICK HERE](#) for the **Rai Webshop**

For inquiries, please contact the Rai Exhibitor Services

E-mail: exhibitorservices@rai.nl

Rigging partner : Mansveld Expotech. E-mail: rigging@mansveldexpotech.nl (Through this email, exhibitors may inquire about rigging possibilities and obtain a quote).

Freight Handling & Onsite Logistic Agent

Merkur Expo Logistics GmbH

Patricia Zintel

Tel.: + 49 (0) 6173 966 95 13 | Cell: + 49 (0) 170 2229525

E-Mail: patricia.zintel@merkur-expo.com

Merkur is the exclusive handler inside the venue.

Kenes Group Contacts:

Conference Secretariat

Kenes Group

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[Contact us](#)

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<https://hotels.kenes.com/congress/attd25> There is an increasing number of fraudulent websites that are attempting to impersonate ATTD 2025. **All official communications about the 18th International Conference on Advanced Technologies & Treatments for Diabetes (ATTD 2025) are managed by Kenes Group.** Please exercise caution if contacted by other

organizations claiming to represent ATTD 2025.
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