

Tech Fair Exhibitor Manual

Important Note: the following manual is specifically designed for exhibitors with 4sqm shell scheme booths at Tech Fair area within ATTD 2025 exhibition

Dear Tech Fair Exhibitor,

The following manual provides essential information for exhibitors participating in the **Tech Fair** at 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

The Tech Fair is your stage to showcase innovations, connect with key players, and advance diabetes care.

Tech Fair package includes:

- **4sqm Shell Scheme booth** – [click here](#) for further details
- **Virtual booth** in the ATTD Tech Hub on [Unlok Education](#) (if specified in your contract)
- [2 Exhibitor Badges](#)
- **Company logo** on [Conference website](#), onsite signage and in printed program
- **Logo** and 130-word company/product **profile** in the ATTD 2025 Mobile App and interactive [exhibition floorplan](#)

Please read this manual carefully and share this with your team, including booth representatives.

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 <u>all aisles should be cleared</u> 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 Shell scheme booth materials must be removed by 17:00</i>
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- 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/</p> <p>Login details have been sent to company rep who signed the sponsorship agreement.</p> <p>For inquiries, please contact the Exhibition Manger</p> <p>E-mail: samliel@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	Tuesday, 13 March (Extended) Onsite rate will be applied for order received after this deadline	
Graphics/Signage	<p>Thursday, 20 February</p> <p>Orders placed after the deadline will incur additional fees.</p> <p>Late orders may not be delivered in time for the event.</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 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 Place your orders for electricity and rigging BEFORE the Emailto:exhibitorservices@rai.nl Early Bird deadline and benefit from 20% discount ! (applicable for “Space Only” booths) • Regular rates: 19 February – 27 February • Final deadline: Thursday, 27 February Webshop closes after the final deadline. Late requests might not be accommodated. 	<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"> • 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* • 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 • 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 style="text-align: center;">Thursday, 13 March</p> <p>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</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>
Delivery Information		
Door to Door Shipments	Please contact MERKUR	<p style="text-align: center;">Merkur Expo Logistics</p> <p>Contact person: Patricia Zintel</p> <p>E-mail: patricia.zintel@merkur-epo.com</p> <p>Mobile: + 49 (0) 170 229525</p>
Airfreight Shipments		
Shipment via GERMANY warehouse	No later than Wednesday, 12 March Kindly submit the pre-alert form of your shipment by 10 March	
Exhibition goods – Direct Deliveries to Meeting Venue only full load trucks	Subject to time slot	

*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.kens.com>

Deadline: Thursday, 13 March (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 700 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

- Tech Fair exhibitors are entitled to 2 (two)

complimentary exhibitor badges.

- **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.kens.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: reg_attd25@kenes.com

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

Everyone **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**.

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.

Tech Fair exhibitors: Given the compact nature of your Tech Fair booth which requires minimal setup, you may consider arriving on the morning of **Wednesday, 19 March**. This may provide you with sufficient time to complete your setup prior to the **17:00 deadline** and the official opening of the exhibition.

If you wish to access to the exhibition hall on **Tuesday, 18 March**, please refer to the following information (Kindly be reminded that helmet & safety shoes are mandatory on this date)

Online registration is possible via the [Rai Webshop](#) (preferably before Thursday, 13 March) 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 bdgecentre@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.

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](#)

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: Asphfallt (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.

Tech Fair Shell Scheme Booths

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

The ATTD 2025 Tech Fair booth is a 4sqm shell scheme which includes:

- **Walling** – standard shell scheme panels, 2.5m-high
- Company name on **Fascia board** printed in standard lettering (black & white).

- **One spotlight** (electricity should be ordered separately)
- **Light blue carpet tiles**
- **Basic furniture: Rectangular table** (Width 120cm x Height 75cm x Dept 60cm) , **2 chairs** and a **trash can**



Image shown is 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

Click [HERE](#) for the **graphics printing factsheet**. Please note that custom graphics are subject to additional charges. For further details, please refer to A-Booth Webshop – [CLICK HERE](#)

Deadline: Thursday, 20 February

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

Shell Scheme booths do NOT include:

- Electricity
- 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

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

All Tech Fair shell scheme booths come with light blue carpet tiles as part of the standard tech fair package.

To maintain a consistent appearance within the designated Tech Fair area, Tech Fair exhibitors are not allowed to alter the carpet color.

Fascia Sign

Maximum of **14 characters** (including spaces) may be written on your fascia (applicable for a 4 sqm booths). If more characters are required, please let us know and we will check feasibility.

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.

To maintain a consistent appearance within the designated Tech Fair area, Tech Fair exhibitors are not permitted to change the standard fascia board provided.

Important Guidelines for Tech Fair Shell Scheme Booths

- All basic shell scheme booths will be designed and built

by **A-Booth** – the official stand contractor.

- Tech-fair exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths.
- 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, facia, 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 with no option to change the color. Alternative carpet colors are not available.
- 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 webshop or contact the official stand contractor – as per published deadlines (refer to sections “[Deadlines & Key dates](#)” and “[Booth Services](#)” for more information).

Electricity and Electrical Installations – Applicable for ALL Booth Types

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 **-Booth Webshop**

Deadline: Tuesday, 4 March

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

Important !

Day power runs from 8am to 8pm.

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

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 **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.

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: nes@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

Dedicated Internet Connection

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.

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.
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- 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-epo.com

Mobile: + 49 (0) 170 229525

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.

- **Water object**

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 licenses and permits.

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

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 Zintel | E-mail: Patricia.Zintel@merkur-expocom |

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 neighboring exhibitors.
- Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).
- It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.
- 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

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-epo.com

Merkur is the exclusive handler inside the venue.

Kenes Group Contacts:

Conference Secretariat

Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

[Contact us](#)

Exhibition Manager

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<https://hotels.kenes.com/cogress/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.

For any questions about sponsorship please contact Judit Gondor, ILS Business Excellence Manager. E-mail: jgondor@kenes.com[printfriendly current="yes"]