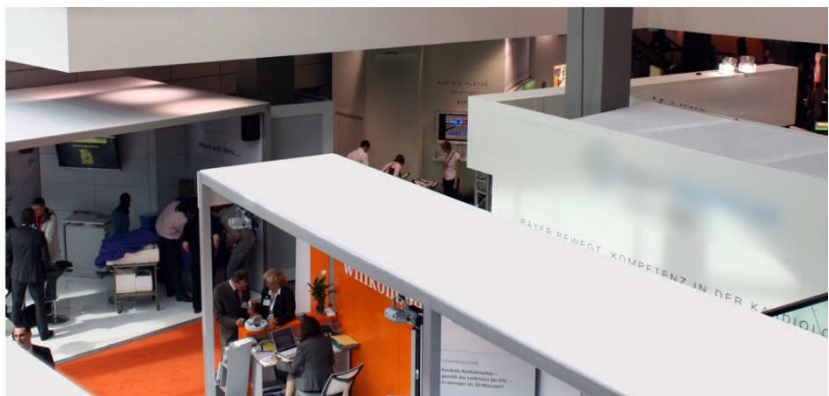
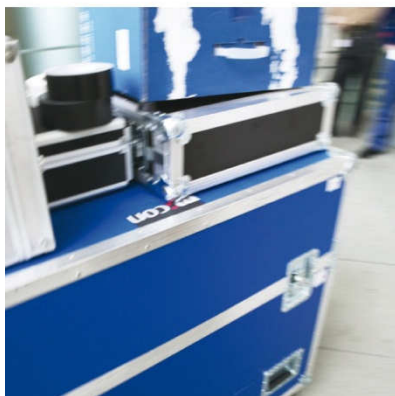
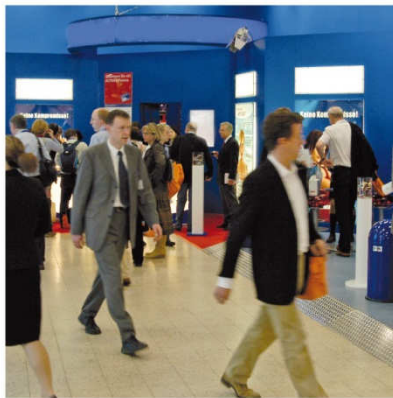
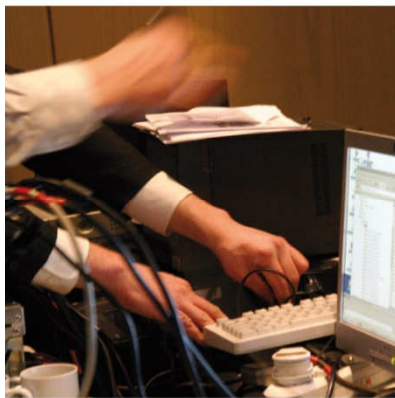
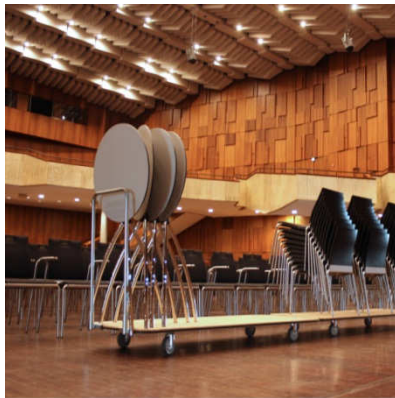


# servicehandbook

**IMPORTANT INFORMATION FOR EXHIBITORS** **Venue:** Your way to find us. **Your contact:** We are your capable consultant. **Delivery, installation and removal:** For a smooth passing of the exhibition. **The stand:** Valuable and interesting information on all the aspects of your exhibition space.



Online-Order for additional equipment latest until **23.02.2018** on:  
<http://jt2018.dgk.org/aussteller-sponsoren/>

**m:con**  
VISION INTO CONVENTIONS

84<sup>th</sup> Annual Meeting of the German Cardiac Society  
– Cardiac and Circulation Research  
4 to 7 April 2018  
Congress Center Rosengarten Mannheim, Germany

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

On the following pages, the most important information for a successful exhibition at Congress Center Rosengarten is made available to you. All relevant facts and data on all the aspects of the venue, your exhibition space, the guidelines concerning installation and removal and, last but not least, your contacts can be found here.\*

m:con has extensive experience in organizing congresses and producing events, and offers individual solutions – with its excellent conception and organization and with its own ultra-modern equipment.

The professional team of m:con offers you support at any time.

\* Subject to alterations.

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## Directory

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02   Contact	6
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Please forward all the required information concerning the exhibition to your exhibition stand constructors *promptly!*

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 01 | Venue and Data of the Exhibition

### ■ Venue

Congress Center Rosengarten Mannheim (CCR)

Rosengartenplatz 2

68161 Mannheim

Germany

[www.rosengarten-mannheim.de](http://www.rosengarten-mannheim.de)

### ■ Times and instructions for installation:

Please note that the following schedule is only to provide an overview on the general times for delivery and installation.

***Please find your valid slots for delivery and installation, as well as the delivery zones for one vehicle published in the confirmation of admission for your stand.***

#### **Tuesday, 27.03.2018, 14.00-22.00 hrs**

Delivery and installation of large stands on floor 0, floor 1 (right foyer), floors 2 and 3 at CCR

#### **Wednesday, 28.03.2018, 07.00-22.00 hrs**

Delivery and installation of large stands on floor 0, floor 1 (middle foyer and entrance foyer), floors 2 and 3 at CCR

#### **Thursday, 29.03.2018, 07.00-22.00 hrs**

Delivery and installation of large stands on floor 0, floor 1 (left foyer), floors 2 and 3 at CCR

#### **Friday, 30.03.2018, 07.00-22.00 hrs**

**No delivery**, only installation inhouse!

#### **Saturday, 31.03.2018, 08.00 - 20.00 hrs**

Rest of delivery large stands on floor 1 at CCR, delivery on floor 2 at Dorint and installation on all floors

#### **Sunday, 01.04.2018 → day of rest**

**No delivery and no installation!**

#### **Monday, 02.04.2018 → day of rest**

**No delivery and no installation!**

#### **Tuesday, 03.04.2018, 07.00-22.00 hrs**

Delivery on floor 2 at Dorint, deliveries of small stands at CCR and installation on all floors

#### **Wednesday, 04.04.2018, 07.00-11.00 hrs**

Delivery of collapsible stand and last installation on all floors

Please note that owing to noise pollution, exhibition goods may only be unloaded until 22.00 hrs. From 22.00 hrs on, installation is only allowed inside the house and with prior consultation and approval by the organizer.

**Please note:  
Unloading until  
22.00 hrs only!**

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Opening times of the exhibition:

**Wednesday, 04.04.2018, 15.00-18.00 hrs**

**Thursday, 05.04.2018, 09.00-18.00 hrs**

(afterwards Grand Opening in hall 4, floor 2 and Get Together on floor 3)

**Friday, 06.04.2018, 09.00-18.00 hrs**

**Saturday, 07.04.2018, 09.00-13.30 hrs**

Please staff your booth during the opening times. It is recommended that the stands on floor 3 should be staffed to the end of the Get Together.

## ■ Times and instructions for removal:

Please note that the following schedule is only to provide an overview on the general times for delivery and installation.

***Please find your valid slots for delivery and installation, as well as the delivery zones for one vehicle published in in the confirmation of admission for your stand.***

**Saturday, 07.04.2018, 14.30-22.00 hrs**

Dismantling, delivery for empties and collection all floors

**Sunday, 08.04.2018, 07.00-22.00 hrs**

Dismantling and collection all floors

**Monday, 09.04.2018, 07.00-10.00 hrs**

Collection in exceptional cases and only with special permit from the exhibition organisation

For safety-related reasons the removal on Saturday, 07.04.2018 could not start before 14.30 hrs. Booth builders are not allowed to enter into the Congress Center Rosengarten. Infringements will be charged with € 500.-.

Please note that owing to noise pollution, exhibits may only be loaded until 22.00 hrs. From 22.00 hrs on, removal is only allowed inside the house and with prior consultation and approval by the organizer.

**Please note:  
Loading until 22.00  
hrs only!**

Please observe the instructions for removal in any case, otherwise current and following events may be disturbed. Stands that are not removed in time are cleared at your costs!

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 02 | Contact

### ■ Event holder

m:con – mannheim:congress GmbH  
Rosengartenplatz 2  
68161 Mannheim  
Germany  
[www.mcon-mannheim.de](http://www.mcon-mannheim.de)

### ■ Exhibition organisation

m:con - Industry Services  
Ms Bettina Häcker  
P: +49 (0)621 / 4106 -105  
F: +49 (0)621 / 4106 - 80 105  
[bettina.haecker@mcon-mannheim.de](mailto:bettina.haecker@mcon-mannheim.de)

### ■ Exhibitor cards / congress tickets

m:con - Event Services  
Ms Manon Waas  
P: +49 (0)621 / 4106 -102  
F: +49 (0)621 / 4106 - 80 102  
[manon.waas@mcon-mannheim.de](mailto:manon.waas@mcon-mannheim.de)

### ■ Hotel accommodation service

m:con - Hotel Services  
Ms Claudia Morio  
P: +49 (0)621 / 4106 -8641  
F: +49 (0)621 / 4106 - 80 102  
[claudia.morio@mcon-mannheim.de](mailto:claudia.morio@mcon-mannheim.de)

### ■ Scientific maintenance

Deutsche Gesellschaft für Kardiologie – Herz- und Kreislaufforschung e.V.  
Grafenberg Allee 100  
40237 Düsseldorf  
Germany  
P: +49 (0)211 / 600692 - 0  
F: +49 (0)211 / 600692 - 10  
[info@dgk.org](mailto:info@dgk.org)

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 03 | Directions to the venue

### ■ Route via the motorway

#### Motorway A6/A67

- motorway intersection Mannheim → A656 towards Mannheim-Mitte
- go along 'Augustaanlage' until you get to the water tower 'Wasserturm'
- The Congress Center Rosengarten is on the north of the water tower 'Wasserturm'

#### Motorway A61

- motorway intersection Ludwigshafen → towards Ludwigshafen/Mannheim
- cross the bridge across the River Rhine 'Rheinbrücke'
- follow the signs towards 'CC Rosengarten'

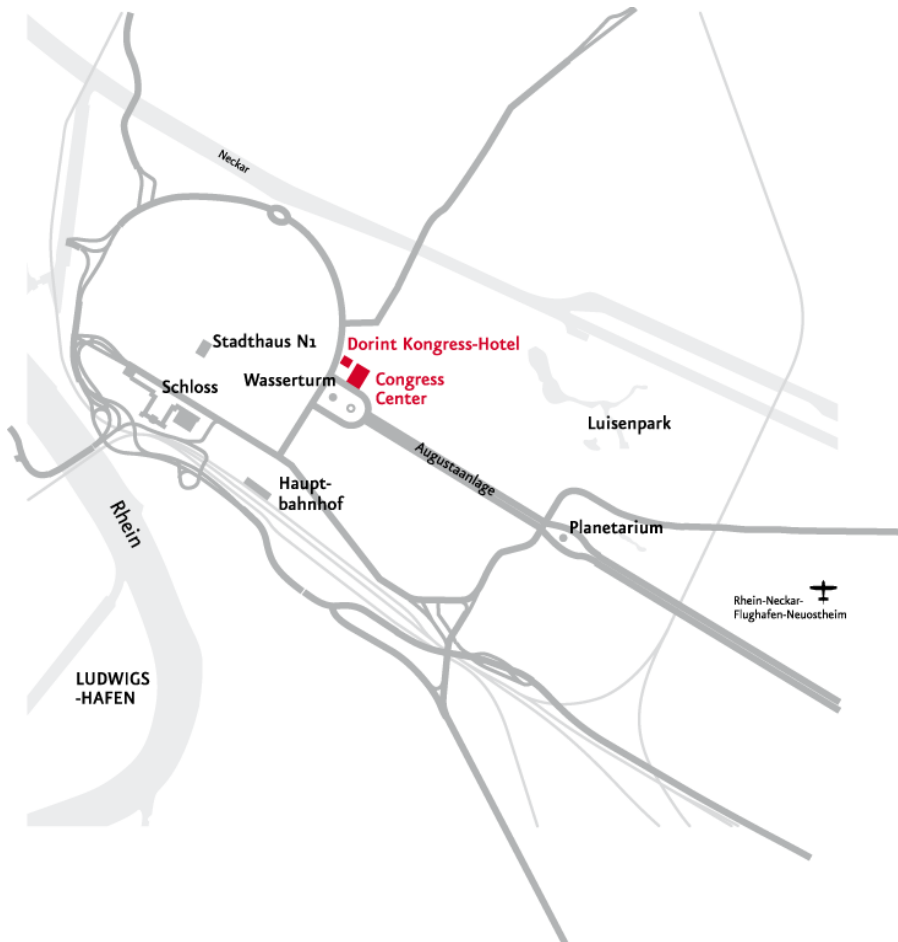




# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## ■ Route via the city center





# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## ■ Parking facilities



As a part of m:con Congress Center Rosengarten, the underground car parks 'Congress Center Rosengarten' and 'Dorint' with approx. 700 parking spaces are at your disposal. Please note that the height limit for vehicles is 1.90 m there. Parking on the outside area of the Congress Center Rosengarten is not allowed.

Vehicles higher than 1.90 m can be parked on the nearby car park (near the stadium 'Carl-Benz-Stadion', direction airfield 'Flugplatz Neuostheim', Theodor-Heuss-Anlage 12 in Mannheim): turn right before you get to the KPMG building, then turn right again, the car park is on the left. You can take the tram number 6 to get back to the Rosengarten. The vehicles could also be parked on the "Neuer Messplatz" (Maybachstraße in Mannheim). Please note that these are all public parking spaces where we have no impact on free parking space!

**Parking on the outside area of the Congress Center Rosengarten is not allowed.**

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 04 | Information on Delivery and Installation

### ■ Delivery

Owing to a shortage of space, deliveries can be carried out only on the days of installation. For organizational reasons, earlier deliveries have to be carried out by the forwarding company 'Spedition Schenker' (address see "Storage", page 11) **at your expense**, otherwise they are returned **at your costs**.

For deliveries of advertising material, brochures and other articles, please indicate the following extended address:

**Congress Center Rosengarten**

**DGK JT 2018**

**Company name**

**Name of your contact at the exhibition**

**Mobile number of your contact at the exhibition**

**Stand number**

**Rosengartenplatz 2**

**68161 Mannheim**

**Germany**

Please note that deliveries have to be effected directly to the stand area. Congress Center Rosengarten and the congress organizer do not accept any deliveries. **All deliveries are left to the owner's risk:** m:con and the congress organizer do not assume any responsibility for deliveries.

**Congress Center Rosengarten and the congress organizer do not accept any deliveries and do not assume any responsibility for deliveries: all deliveries are left to the owner's risk.**

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Unloading on the exhibition grounds of Congress Center Rosengarten

The access to the 'Rosengarten' from 'Friedrichsring' has a gate opened by a porter. Please note that cars which are used for delivery and collection have to be parked in the underground car park at your costs. Only vehicles higher than 1.90 m may enter the Rosengarten area during installation and removal and only for loading and unloading purposes!

On entering the grounds of Congress Center Rosengarten, the time of arrival and the driver's mobile number are taken down by one of our employees, and a time of departure is also agreed upon.

All vehicles higher than 1.90 m has to be announced with the attached form until **16.02.2018**. Please forward this information to all your suppliers (booth construction company, etc.).

Should pallets be delivered, please note that Congress Center Rosengarten cannot provide a hand pallet truck. It has to be provided by the exhibitor.

**Only vehicles higher than 1.90 m may enter the Rosengarten area during installation and removal and only for loading and unloading purposes!**

## ■ Lifts / goods lifts

For deliveries to the foyers in floor 0, 1, 2 and 3 of Congress Center Rosengarten, there are several goods lifts at your disposal.

	width for passage	height	depth	weight-bearing capacity
Lift foyer on the left	1.70 m	1.95 m	3.80 m	3.500 kg
Lift foyer on the right	1.55 m	1.95 m	2.80 m	1.500 kg
Goods lifts outside	2.60 m	2.40 m	5.90 m	5.000 kg
Lift underground car park, Right side (East)	0.80 m	1.95 m	1.30 m	630 kg
Lift underground car park, Left side (West)	0.80 m	1.95 m	1.30 m	630 kg
Goods lift Dorint-Hotel	0.90 m	2.28 m	2.10 m	1.000 kg

*access via receiving department Tullastraße*

## ■ Storage

It is absolutely impossible to store any kind of exhibits or empties before, during or after the exhibition at the Congress Center Rosengarten. The storage of empties can be dealt with by e.g. the forwarding company Schenker:

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

**Schenker Deutschland AG**

Messen- / Spezialtransporte

Mr. Jan Smolic

Rotterdammer Str. 29-35

68219 Mannheim

Germany

T: +49 (0)621 / 44 520 -383

F: +49 (0)621 / 44 520 389

[jan.smolic@dbschenker.com](mailto:jan.smolic@dbschenker.com)

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 05 | Stand information A – Z

*The legal stipulations and regulations in their most current form and the Technical Guidelines of m:con must be observed for all exhibition stands, facilities, exhibits, materials and advertising that are brought into the Congress Center Rosengarten.*

### ■ Additional orders

Orders for additional equipment can be placed online

<http://jt2018.dgk.org/aussteller-sponsoren/ausstellerliste-hallenplan-bestelltool/>

latest until **23.02.2018**.

Orders for additional  
equipment only  
online!

After the above-mentioned date, orders can be placed on site only plus an extra charge of 20 %!

### ■ Adhesive Tape

A special adhesive tape for delicate floors must be used before using double-sided tape, gaffa tape, etc. in floor 0 and floor 1:

- Foyer floor 0 and floor 1: **Tesa Präzisionskrepp 4334 gelb, 50mmx50m**

You can then continue to work with standard adhesive tape on top of this special tape. The above-mentioned special adhesive tape can be bought on-site. When dismantling, please ensure that all tape is removed without leaving any residue! Marks that have not been removed will be eliminated at the exhibitor's expense.

### ■ Advertising

Any sort of advertising is only allowed within the stand rented by the exhibitor and only for the exhibitor's own company and the exhibited articles manufactured or distributed by the exhibitor's own company. All advertising effort outside the stand area has to be approved by the organizer of the exhibition.

The distribution and the display of printed matters and advertising material outside the own stand area is only allowed by our licensed service partner.

Should you be interested, please refer to:

Dr. Wilhelmus GmbH

Mr. Liebler

P: + 49 (0) 2204 / 66272

F: + 49 (0) 2204 / 22747

[info@dr-wilhelmus.de](mailto:info@dr-wilhelmus.de)

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Audio- / visual presentations

Any kind of presentations on the stand requires the organizer's approval. Approval is granted with the pre-requisite that the presentation will not negatively affect or interrupt neighbouring stands and the ongoing congress. The organizer shall have the right to cancel a presentation in the event of disregard for his regulation.

## ■ Construction heights

**Please observe the construction height valid for you in the confirmation of admission for your stand.**

The maximum construction height for stands vary from floor to floor. Restrictions owing to structural causes have to be observed.

- in the lower foyer on floor 0: 3.00 m (limited construction height in the area of the access to the underground car parks and in front of the sanitary facilities, as well as in the area of the cloakroom)
- in the upper foyer on floor 0: 2.50 m (limited construction height in the area of the access to the elevator and the catering counter)
- in the foyer on floor 1: 3.00 m (limited construction height in the side foyers below the gallery and below the fire curtains!)
- in the foyer on floor 2: 2.80 m (limited construction height in the Musen- / Stamitzsaal foyer and below the fire curtains!)
- in the foyer on floor 3: 3.00 m
- in the foyer on floor 2 / Dorint: 2.50 m

The maximum construction height for stands vary from floor to floor. Restrictions owing to structural causes have to be observed.

**Prior approval by the organizer is necessary for construction heights exceeding 2.50 m.** For this please send back the attached form until **16.02.2018**.

**Floorings of all kinds from 4 mm on require approval by the organizer,** have to be highlighted in contrast colour and secured against stumbling and tripping.

**Exceeding flooring heights from 2.50 cm on require canted edges in contrast colour.**

Please note that no raised flooring will be approved for the foyer between the Musen- and Stamitzsaal.

## ■ Damage

The exhibitor is responsible for damage to facilities of Congress Center Rosengarten, floors, etc., as well as to material let or lent to him.

In general, reusable and eco-friendly materials have to be used for the installation and the operation of a stand.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Digital vouchers for the congress

In the run-up of the exhibition, you can forward digital vouchers for the congress to your customers. Should you be interested, please refer to:

m:con Registration Services

Ms Manon Waas

[manon.waas@mcon-mannheim.de](mailto:manon.waas@mcon-mannheim.de)

## ■ Disposal

In general, reusable and eco-friendly materials have to be used for the installation and the operation of a stand. It is not allowed to leave any materials at Congress Center Rosengarten. Any materials left are disposed of without checking the value at the exhibitor's cost and at a higher charge.

## ■ Electricity

The laying of electrical cables outside the stand, as well as connection to the supply network may only be carried out by m:con. For electrical installations inside the stand, as well as for the laying of electrical cables, the instructions of VDE have to be observed. It is recommended to order m:con to carry out the work inside the stands as well.

The equipment and the illumination of the stands have to be disconnected from the grid by the exhibitor after the end of the exhibition and before leaving the stand respectively. In case of non-observance as to the above mentioned switching off regarding equipment and illumination, m:con reserves its right to charge any costs that may result from additional consumption of electricity to the exhibitor's account.

In order to provide suitable protection, all electrical appliances which generate or radiate heat (cooking plates, spotlights, transformers etc.) must be mounted on non-flammable, heat resistant bases not containing asbestos. These require approval which must be applied for from m:con at least until **16.02.2018**. Devices which do not have a CE marking may not be used as a matter of principle.

The exhibitor is responsible for the self-installation on the stand. If you wish electrical installations at a certain place, we ask you to let us have a sketch accordingly. If you require electricity, you can place your order online.

**The equipment and the illumination of the stand have to be disconnected from grid before leaving the stand respectively!**



# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## ■ Emergency exits and escape routes

The aisles between the exhibition areas serve as escape routes in cases of Emergency. At no time these aisles should be blocked. Escape routes must always be kept free of hindrance.

The exit doors, emergency exits and their signposting must never be obstructed, built over, closed in, obstructed by drapes or disfigured in any way.

## ■ Empties

During the installation, the duration of the congress and the removal, it is not allowed to store empties on the stands, outside the stands, inside the Congress Center Rosengarten and in its outside area. Dispatch and storage of empties can be dealt with by the forwarding company Schenker (address see “Storage”, page 11).

## ■ Examination of the rented space

After the assignment of space, exhibitors must make themselves aware of any fixtures, in particular hall pillars, fire alarms, wall hydrants, ventilation systems, as well as uneven flooring. ***m:con shall not be responsible for the accuracy of dimensions on hall and stand plans.***

## ■ Exhibition construction company

The exhibitor's service handbook and all important information according to the exhibition have to be forwarded to the exhibition construction company and other service providers by the exhibitor.

The exhibitor's service handbook (in German and in English) is at your disposal on the internet at <http://jt2018.dgk.org/aussteller-sponsoren/ausstellerliste-hallenplan-bestelltool/> at any time.

The exhibitor's service handbook k is at your disposal on the internet at any time!

## ■ Exhibitor cards / congress tickets

Information regarding exhibitor cards and congress tickets will be emailed automatically to the exhibitors. For further information please contact m:con Registration Services, Ms Manon Waas, [manon.waas@mcon-mannheim.de](mailto:manon.waas@mcon-mannheim.de). Please note, that exhibitor cards do not entitle the bearer to admittance to lectures, congress tickets entitle the bearer to admittance to lectures!

- **Exhibitor cards:** 2 exhibitor cards are free of charge up to an exhibition area of 10 sqm, plus 2 exhibitor cards per 10 additional sqm.
- **Exhibitor cards with costs:** 30.00 euros including VAT.
- **Congress tickets:** 1 congress ticket is free of charge up to an exhibition area of 6 sqm, 3 tickets are free of charge up to an exhibition area of

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

50 sqm, 5 tickets are free of charge with an exhibition area of over 50 sqm.

## ■ Fire protection

All materials of the stand have to be flame-resistant according to DIN 4102-1 (B1). The exhibitor must be able to furnish proof of flame-resistance on the stand at any time.

The fire extinguishers, wall hydrants and emergency buttons at Congress Center Rosengarten must not be blocked or made inaccessible under any circumstances. It is not permitted to render the instruction signs illegible.

## ■ Floor covering

- Floor 0 Variohalle: carpeting dark anthracite
- Floor 0 and floor 1: granite anthracite
- Floor 2 and floor 3: carpeting dark anthracite
- Floor 2 / Dorint: carpeting blue respectively blue-beige flecked

Floor coverings and other floors have to be laid accident-proof and must not project over the boundary of the stand. If you lay floor coverings using double-sided adhesive tape, please note that it has to be removed without residue on removal. On floor 0 and floor 1, special adhesive tape for delicate floors (see “Adhesive Tape”, page 13) must be used. Remaining residues will be removed at the exhibitor’s cost.

The maximum floor loading capacity is 500 kg per sqm. The maximum floor loading capacity on the elevating podia on floor 3 is 250 kg per sqm. In case that heavier exhibits are to be installed, it has to be arranged with and approved by the organizer. Loads should be distributed, concentrated heavy loads have to be avoided at any rate.

**If you lay floor coverings using double-sided adhesive tape, please note that it has to be removed without residue on removal.**

## ■ Forklift trucks / hand pallet trucks

Please note that Congress Center Rosengarten cannot place forklift trucks and hand pallet trucks at your disposal. This service can be dealt with by forwarding company Schenker (address see “Storage”, page 11). Please note that the use of forklift trucks is not allowed inside.

## ■ Glass and plex-glass constructions

Only safety glass may be used in the construction of superstructures. Glass panes must be of a round edge construction or finished in such a way that potential injury risks are ruled out. Constructions made entirely of glass are to be marked at eye level. Safety glass must be used for any superstructures. Edges of glass sheets must either be

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

rounded or designed in such a way that there is no risk of injury. Structures made entirely of glass must be marked at eye height.

## ■ Grinding work and all work with naked flames

All welding, cutting, soldering, thawing, grinding and other work which poses a fire hazard must be reported to Rosengarten Congress Center before the work starts and applied for in writing each day.

Areas surrounding such flame work must be adequately screened off to eliminate danger. Fire extinguishers must be kept in the immediate vicinity.

## ■ Guarding

The organizer of the exhibition provides a general guarding without accepting responsibility for damage or loss. Articles brought to Congress Center Rosengarten are at the owner's risk, m:con accepts no responsibility for articles deposited. The exhibitor has to take care of a special guarding for his stand and goods himself. Stand guarding service can only be ordered online.

## ■ Hazardous materials

It is forbidden to use open fire or naked light, e.g. spirit, fuel, oil, gas, etc.

## ■ High-frequency units and radio units

The use of high-frequency units and radio units requires approval which must be applied for from m:con at least until **16.02.2018**.

## ■ Hotel accommodation service

Please book online at: <http://ft2018.dgk.org>, or contact: m:con Hotel Services, Ms Claudia Morio, P: +49 (0)621 / 4106 - 8641, [claudia.morio@mconmannheim.de](mailto:claudia.morio@mconmannheim.de) until **28.02.2018**.

## ■ Householder's right

m:con and the service providers commissioned by m:con shall have householder's rights vis-à-vis the exhibitors, their builders and all individuals located in the exhibition space. The organizer shall have the right to expel from the Congress Center Rosengarten individuals who do not adhere to the regulations of m:con or the services providers commissioned by m:con or who violate the conditions for participation. The organizer shall also have the right to

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

ban these individuals. m:con, persons commissioned by m:con, the police, the fire department and the supervisory authority shall have access to the stands at any time.

## ■ Illumination

Possibly, the general illumination at Congress Center Rosengarten is not sufficient to illuminate the individual stands effectively. In your own interest, we recommend to plan on additional installation of illumination on your stand.

## ■ Information counter for exhibitors

During the congress an information counter for exhibitors will be operated at the conference counter where an employee of ours will be at your disposal for repeat orders and for any queries concerning your participation in the exhibition that may occur.

## ■ Installation of stands

All stands have to be installed as self-supporting constructions. Fastenings on the walls, pillars and floors of the halls are not allowed. Pillars, buttresses, projections etc. within the exhibition area are part of the allocated space. It is not allowed to exceed the allocated space for installation. Sticking up of advertising material on the walls, pillars or other parts of the venue is not allowed. The exhibitor is liable for any damages owing to violations and is responsible for the security of the stand; they must provide evidence of this.

Lighting facilities and signs may not exceed the limits of the stand. m:con retains the right to bill for any additionally used space.

Escape routes, fire alarms, hydrants, electrical distributors, switchboards and telephone distributors have to be accessible. A minimum safe distance of 0.5 m to the ceiling sprinklers has to be kept.

In the foyer of floor 0 only LED-spotlights may be operated for fire protection reasons. In case of non-observance m:con reserves the right to have non-approved spotlights removed.

Rear sides of stands which are visible and back onto neighbouring stands must be of a smooth construction and neutral colour (white or light grey). The exhibition organizer reserves the right to insist on the modification of stands which are deemed inadequate or non-approved along with the right to order the

**Escape routes, fire alarms, hydrants, electrical distributors, switchboards and telephone distributors have to be accessible.**

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

removal of inappropriate exhibits when these are either bothersome or dangerous to visitors or exhibitors. Serious security defects can also lead to either partial or complete closure of the stand.

## ■ Insurance

The exhibitor shall be liable for all personal and material damages that arise from the operation of their exhibition stand and materials. It is recommended that the exhibitors obtain adequate insurance protection.

## ■ Internet access / EDP

Please note that in case of orders for internet access, the configuration or installation of additional hardware and software brought by the customer is not included in the range of delivery. The exhibitor is responsible for the observance of the licensing agreement in case of software brought by himself.

Internet access can only be ordered online. The exhibitor is responsible for the rented technical equipment for the duration of the rent.

WLAN Premium Version is free of charge. After connection to the **SSID „dggk“** please enter the following login data:

**User:**            *mannheim*

**Password:**    *dggk*

***Exhibitors at the Congress Center Rosengarten are not permitted to set up and run their own wireless networks.*** Non-compliance with this regulation may as applicable result in claims for damages by the event organizer or the neighbouring exhibitors affected.

For increased traffic and complex presentations on the booth we recommend the booking of a broadband LAN-connection.

## ■ Motor vehicles

The exhibiting of motor vehicles must always be approved of by the exhibiting organization. Motor vehicles with internal-combustion engines may only be exhibited in Congress Center Rosengarten if the tank of the vehicle has been emptied to a maximum of 5 liters of gasoline and filled up with nitrogen, and also only if the battery cables have been disconnected.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Multifunctional pillars

There are multifunctional pillars with the measures 1.15 m x 1.00 m in the side foyers in floor 1. On one side inside these pillars, there are connections (electricity, TV, EDP) and fresh air respectively hot air is entering from the other 3 sides of these pillars into the foyers. The pillars must not be surrounded or blocked and nothing may be fixed on them. All round the pillars, a minimum safe distance of 1.00 m has to be kept.

## ■ Musical reproduction

Any kind of musical reproductions shall be subject to provisions of the German Act for Protection of Copyright and Related Property Rights (“Urheberrechtsgesetz”), Section 15 of the German Copyright Act (“Urhebergesetz”) (German Federal Law Gazette [BGBl], and shall require the approval of GEMA, the musical authors’ rights society, which may be reached at:

GEMA Generaldirektion Berlin  
Bayreuther Str. 37  
10787 Berlin  
Germany

P +49 30 212 45-00  
F +49 30 212 45-950

[messe@gema.de](mailto:messe@gema.de) or [gema@gema.de](mailto:gema@gema.de)  
[www.gema.de](http://www.gema.de)

Musical reproductions that have not been registered with GEMA may result in damage claims being filed by the latter (cf. Section 97 of the Copyright Act).

## ■ Park tickets

For the duration of the congress from 4 to 7 April 2018 we provide park tickets with reduced costs of 12.00 euros including the statutory VAT per day. The park tickets are valid for the garages “Rosengarten” or “Dorint Hotel” and are available at the registration counter for exhibitors.

## ■ Respirable dust badge: „Feinstaubplakette“

Please note that from 1st January 2013 on it is absolutely necessary in a few areas of Mannheim to place a respirable dust badge coloured green in your car or lorry. The Congress Center Rosengarten and the Wasserturm (underground car parks) belong to these areas. You may get this badge at the TÜV, DEKRA,

Entering by vehicle  
and parking from 1st  
January 2013 only  
with a green  
respirable dust  
badge!

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

authorized garages and by internet. Please read up on this topic! Further information please find e.g. at [www.umwelt-plakette.de/](http://www.umwelt-plakette.de/).

## ■ Service counter for exhibition

During installation a service counter for exhibitors will be operated on floor 1 where an employee of ours will be at your disposal for repeat orders and for any queries concerning your participation in the exhibition that may occur.

During the construction times, a mobile catering service of the Dorint Congress Hotel will be operating and selling food and drinks for your well-being.

## ■ Smoking

**Smoking is strictly forbidden in the whole inside area of the Congress Center Rosengarten at any time.**

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## ■ Stand roofs

As a matter of principle, stands must be open at the top. This is to ensure sprinkler protection. Roofs shall only be possible in exceptional cases and must be approved by the exhibition organization. Evidence of sprinkler suitability must be kept on hand in any stand with an approved roof.

## ■ Storage of information material and brochures

The storage of informational material is only permitted in the amount required for that given day and only on the stand surface. ***Storage outside of the assigned stand surface is not permitted.***

## ■ Suspensions

Prior approval by the organizer of the exhibition is necessary for suspensions. They are only allowed in exceptional cases.

## ■ Theft

In order to keep the danger of theft as low as possible, we ask you, in your own interest, not to leave your stand unattended after the delivery of exhibits. In general, a stand guarding, especially for the nights, is to be recommended. In any case, you should lock away valuable goods during the night.



# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

We recommend you never to leave your stand unattended during the opening hours and to make goods in danger of theft especially secure. On removal, we ask you not to leave your stand before valuable goods have been loaded or handed over to the carrier. If this is not possible, it is advisable to book a stand guarding.

## ■ Woodworking

The German regulation concerning hazardous substances (GefStoffV - §8 Paras. 2.2 and 2.7) requires that appropriate suction equipment be fitted to woodworking machines. If this regulation is not heeded, Rosengarten Congress Center will stop assembly work.

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 06 | Catering

Food and beverages for catering on your stand are provided by the service partner of Congress Center Rosengarten:

### **Dorint Kongresshotel Mannheim**

- Convention Sales Manager -

Ms Graziella Amato / Ms Thu Nguyen

Friedrichsring 6

68161 Mannheim

Germany

P: +49 (0)621 / 41 06 406

F: +49 (0)621 / 41 06 417

[graziella.amato@dorint.com](mailto:graziella.amato@dorint.com) / [thu.nguyen@dorint.com](mailto:thu.nguyen@dorint.com)

Please note that orders for food and beverages can only be placed via this licenced caterer. If you wish to be supplied by another service, prior arrangements have to be made. The Dorint Kongresshotel Mannheim may charge a fee for the transfer of its catering rights which is based on the number of sqm space per day of exhibition plus VAT. Therefore it is absolutely necessary to consult our service partner.

Please find the Catering Order Form online via <http://hotel-mannheim.dorint.com/en/conferences-celebrations/fair/>.

## 07 | Disclaimer

Articles brought into our house are at the owner's risk, m:con accepts no responsibility for articles deposited. There is no guarding at the exhibition. Stand guarding service can be ordered online.

Should you have any further questions concerning the exhibition, please get in touch with the indicated contacts.

Articles brought into our house are at the owner's risk. m:con accepts no responsibility for articles deposited.

**Approval Form for Stand Construction**

**Approval for construction heights from 2.50 m on are necessary!**

Please reply at latest **16.02.2018** to:

**Fax +49 (0)621 / 4106 - 80 105**

**m:con – mannheim:congress GmbH**  
Exhibition Organisation  
Bettina Häcker  
Rosengartenplatz 2, 68161 Mannheim, Germany

Please fill it out distinctly in block letters:

<b>Exhibitor:</b>	<b>Total sqm:</b>
<b>Stand number:</b>	
<b>Stand construction company:</b>	
_____	_____
Company / Organisation	First Name / Surname (Contact)
_____	_____
Street / P.O. Box	Phone
_____	_____
e-mail	Fax
_____	_____
Post Code / City	State / Country
_____	_____
Contact onsite	Mobile Phone onsite
<p>We hereby submit the stand plan in digital form in a scale of at least 1:100 with details of dimensions and sectional elevations.</p> <p><i>This plan was prepared pursuant to the directives of the Exhibitor's Service Manual issued by m:con. We have noted the technical directives and fire safety regulations and will observe these.</i></p> <p><input type="checkbox"/> Audio-/visual presentations are planned on the stand.</p>	
Maximum stand height: _____ cm (highest point of the stand)	Total height of the floor covering: _____ cm
_____	_____
Place, Date	Legally binding signature

<b>To be completed by m:con – mannheim:congress GmbH:</b>	
Approved stand height: _____ cm	Approved floor covering height: _____ cm
<p>Approval notation:</p> <p><i>Floorings of all kinds from 4 mm on require approval by the organizer, have to be highlighted in contrast colour and secured against stumbling and tripping. Exceeding construction heights from 2.50 cm on require canted edges in contrast colour.</i></p>	

## Form for Registration for Delivery Vehicle

**Registration for delivery vehicles with a height from 1.90 m on are necessary!**

Please reply at latest **16.02.2018** to:

**Fax +49 (0)621 / 4106 - 80 105**

m:con – mannheim:congress GmbH  
Exhibition organisation  
Bettina Häcker  
Rosengartenplatz 2, 68161 Mannheim, Germany

Please fill it out distinctly in block letters:

<b>Exhibitor:</b>	<b>Total sqm:</b>
<b>Stand number:</b>	
<b>Stand construction company:</b>	
_____	_____
Company / Organisation	First Name / Surname (Contact)
_____	_____
Street / P.O. Box	Phone
_____	_____
e-mail	Fax
_____	_____
Post Code / City	State / Country
_____	_____
Contact onsite	Mobile Phone onsite
<p>Size of vehicles:</p> <p><input type="checkbox"/> Van higher than 1.90 m      number: _____</p> <p><input type="checkbox"/> Truck      number: _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> 1. truck      length: _____</p> <p style="padding-left: 80px;">or</p> <p style="padding-left: 80px;">weight: _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> 2. truck      length: _____</p> <p style="padding-left: 80px;">or</p> <p style="padding-left: 80px;">weight: _____</p>	
<p><b>Please note that deliveries and collections with truck trailers are not allowed!</b></p>	
_____	_____
Place, Date	Legally binding signature