

ACC EUROPE
ANNUAL CONFERENCE

21-23 May 2025
Barcelona, Spain

EXHIBITION MANUAL

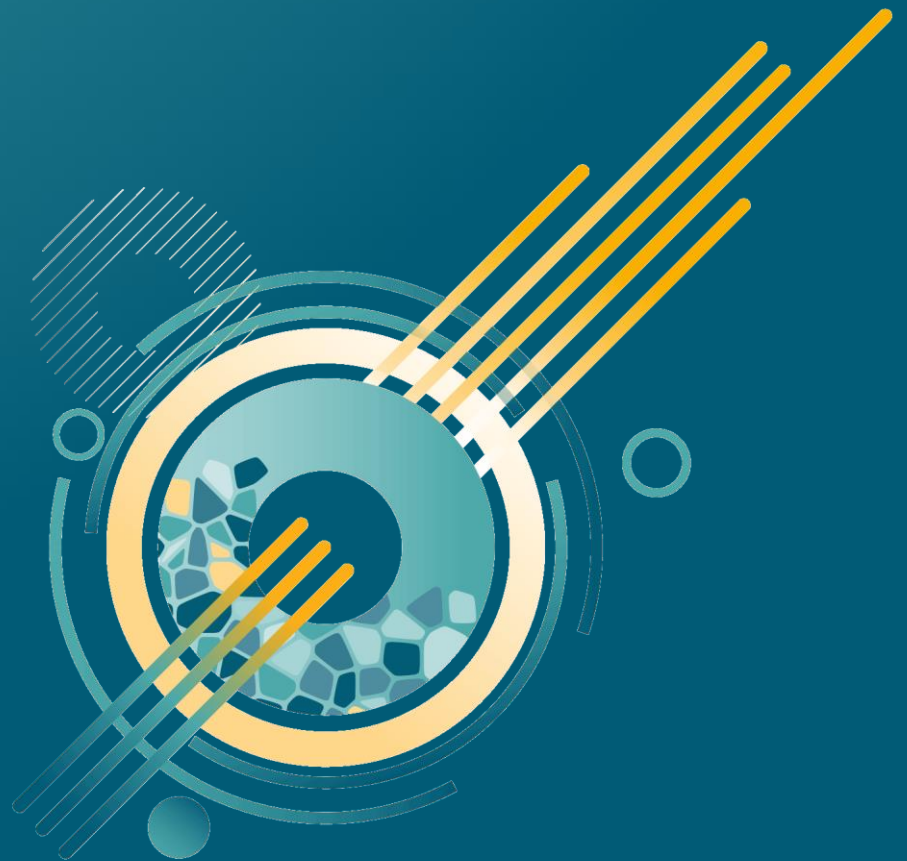


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Key notes

This exhibitor manual is to the best of today's knowledge correct and complete. The manual will be developed over the next months based on the ongoing situation and the most up to date version will always be available on the website.

Exhibitor

Please note that the term 'Exhibitor' describes any company or organisation that has made a successful application for space allocation in the technical exhibition to be organised in the framework of the ACC Europe Annual Conference 2025, or any agent or representative acting on behalf of the exhibitor.

General Information

Venue Address: **Palau de Congressos de Catalunya**
Av. Diagonal, 661, Les Corts, 08028 - Entrance to the venue via the Gardens in front of the **Torre Melina, a Gran Meliá Hotel**
<https://www.catalunyacongresscenter.com/>



Exhibition Area: The exhibition area is situated in the floor -1 at the Palau de Congressos de Catalunya

Floor Plan: [Interactive Floor Plan](#)

Deliveries: All deliveries to the **Palau de Congressos de Catalunya** should be coordinated with our official **Freight Forwarder**. Please reach out to operations@resaexpo.com.

Conference Website: [Home - ACC](#)

Programme: [Programme - ACC](#)

Key Contacts

We strongly advise to keep ACCE.conference@wearemci.com in cc in all email communication with the venue, stand services, and other suppliers.

Conference Organisers	
Exhibition Logistics Team Your main contact point for logistical queries.	Ayla Borovoy Casas E: ACCE.conference@wearemci.com Tel: +32 288 703 02
Commercial Partnership & Exhibition For any queries regarding the sponsorship brochure and sales.	Genco Turkmen E: g.turkmen@accglobal.com
Event Registration For any queries regarding registration.	Registration Team E: ACCE.conference@wearemci.com Tel: +32 288 703 02
Venue & Suppliers	
Exhibitor Service For any special queries regarding the equipped stands.	Rocio Vazquez E: exhibitors@eventservices.es Tel: +34 628 404 270
International Logistics & Shipping Should be reached out for assistance with international logistics and shipping.	Resa Expo Logistics E: operations@resaexpo.com Tel: +34 93 233 4110
Stand Builder For any special need or question regarding the submission forms.	BCN Congress E: bcncongress@bcncongress.com Tel: +34 93 480 15 06
Catering For any specific needs or questions regarding catering.	Alba Humanes E: alba.humanes@melia.com Tel: +34 626 24 24 77
Transportation Reduced rates have been negotiated and can be checked on the Website .	Ayla Borovoy Casas E: ACCE.conference@wearemci.com Tel: +32 288 703 02
Accommodation We encourage you to book your rooms as soon as possible following the instructions on the Website .	Ayla Borovoy Casas E: ACCE.conference@wearemci.com Tel: +32 288 703 02

Checklist

Key deadlines and dates to be **respected** by exhibitors.

Deadline	Action	Contact/Link
January	Exhibitor registration Use link and instructions received via email. Please register all booth staff.	ACCE.conference@wearemci.com
Until 17 March 2025	In case of Registration cancellation , full amount will be refunded minus €100 cancellation fee	All registration cancellation should be sent by email to: ACCE.conference@wearemci.com
From 18 March 2025	Cancellation refunds are no longer possible; however, transfer of registration may be accommodated	Please reach out to: ACCE.conference@wearemci.com
22 March 2025	Deadline to register at the Early Bird Rate	Use the links sent to you by email
As of 23 March 2025	Register at the Standard Rate	Use the links sent to you by email
As of 23 April 2025	Register at the Full Rate deadline	Use the links sent to you by email
1 May 2025	Handing in your raw space stand projects for approval	All stand projects must be sent to: ACCE.conference@wearemci.com
1 May 2025	Deadline to send all your artwork for your booth	All artwork should be sent to: bcncongress@bcncongress.com
1 May 2025	Order deadline for exhibition related services via the Online Form	Refer to page 17
As of 1 May 2025	Surcharge of 20% on all orders via the Order Forms .	Refer to page 17
As of 6 May 2025	A transfer of registration to another participant from the same company may be accommodated at the discretion of the Organiser for a EURO (€) 50 admin fee	Please do reach out to the registration team: ACCE.registration@accglobal.com .
21 May 2025	07h00 – 14h00*: Dispatching and build-up of equipped stands 10h00 – 16h00*: Build-up for raw space stands 14h00 – 16h00*: Exhibitors to come decorate their equipped stands 16h30 – 20h00*: Exhibition Area open + Welcome Reception (*Timings subject to change)	
22 May 2025	08h00 – 09h00*: Exhibition Area open only for exhibitors 09h00 – 17h30*: Exhibition Area open (*Timings subject to change)	
23 May 2025	08h00 – 09h00*: Exhibition Area open only for exhibitors 09h00 – 14h30*: Exhibition Area open 14h30 – 19h00*: Dismantling (*Timings subject to change)	

Exhibitor Registration

Click [here](#) for more information on the registration.

Confirmed exhibitors and sponsors will receive, as of the end of January, a personalised email with the registration link to be used, a discount code if needed according to their corresponding packages, and instructions.

Kindly note that badges are **unique and personalised** for each participant and cannot be exchanged onsite. The organisers will not accept several participants sharing the same badge. Please register all your participants accordingly using the ACC 2024 registration system.

A **transfer of registration** to another participant from the same company may be accommodated at the discretion of the Organiser. All registration cancellation and transfer requests should be sent by email to the Registration Secretariat at ACCconference@wearemci.com.

Cancellation & transfer conditions for delegates, sponsors, and exhibitors:

The following cancellation conditions will apply:

- **Until 17 March 2025** for any reason, the full amount will be refunded minus a €100 cancellation fee (excluding applicable VAT and excluding any and all transfer costs which shall be fully borne by the participant)
- **From 18 March 2025**, refunds are no longer possible, however transfer of registration may be accommodated (see transfers conditions below)

Registrations could be transferred following the applicable conditions below:

Registration replacement requests should be sent in writing to ACCconference@wearemci.com before 5 May 2025 and can be accommodated at no costs until the above-mentioned date. From 6 May to the conference, a replacement may be accommodated for a EUR (€) 50 Admin fee.

Exhibitor Pass

The Exhibitor Pass grants access to the:

- Exhibition (including access 1 hour before and 1 hour after the official exhibition opening hours)
- Coffee breaks on Thursday & Friday (*catering of the congress will be accessible in the exhibition hall*)
- Lunch on Thursday & Friday (*catering of the congress will be accessible in the exhibition hall*)
- Welcome Reception on Wednesday 21 May 2025 at the Palau de Congressos de Catalunya

Please note that this pass **does not** grant access to Sessions in the programme.

For security reasons, exhibitors are always required to wear their badges. **These badges are meant to be used for your company's staff.**

Welcome Reception

The official opening of the exhibition halls is at **16h30** on Wednesday 21 May 2025. The welcome reception will be served from 18h00 to 20h00 to any registered participants in the exhibition hall of the Palau de Congressos de Catalunya.

Gala Dinner

If you wish to purchase tickets to the closing dinner to give you the opportunity to expand your network and have **more time with the attendees**, you can do so online, via the registration link at the same time as your registration. More information on the Gala Dinner can be found [here](#).

Gala Dinner – 22 May 2025	
Gala Dinner Ticket	225,00€*

* The rate is excluding applicable 21% VAT

Delegate Pass

	Until 22 March 2025	From 23 March to 22 April 2025	As of 23 April 2025
Member	998€	1.150€	1.300€
Non-member	1.300€	1.465€	1.675€
Non-member & Membership Fee	1.400€	1.550€	1.700€
One Day		580€	

* All rates are excluding applicable 21% VAT

The Delegate Pass grants access to the:

- Full Conference Sessions and Programme
- Exhibition
- Coffee breaks on Thursday & Friday (*catering of the conference will be accessible in the exhibition hall*)
- Lunch on Thursday & Friday (*catering of the congress will be accessible in the exhibition hall*)
- Welcome Reception on Wednesday 21 May at the Palau de Congressos de Catalunya
- Gala Dinner on Thursday 22 May at Can Magí

Registration Desks

All participants must be pre-registered for the ACC Europe Annual Conference 2025. The badges will need to be picked up at the registration area in the main entrance located on floor -1 of the Palau de Congressos de Catalunya.

Registration Desks Location:

Palau de Congressos de Catalunya at the main entrance via the Gardens in front of the Torre Melina, Gran Meliá Hotel.

Registration Desks Opening Hours:

Wednesday 21 May	16:00 – 20:00*
Thursday 22 May	07:00 – 18:00*
Friday 23 May	08:00 – 16:00*

**Timing subject to change*

To avoid queues, we invite you to come as of Wednesday already to pick up your badge to quickly access the exhibition floor on Thursday morning.

Exhibitor Help Desk

The exhibitor help desk will be open & available during build-up days. A representative of the Exhibition Department will be there to support you during set-up days.

Constructor Registration

Set-up/Dismantling

Every person entering the Palau de Congressos de Catalunya during build-up or dismantling needs to be able to show valid identification papers (passport or other valid identity papers). This document needs to contain a recent picture, name, and signature.

Congress Days

During the congress days and/or in the event of an equipment failure (i.e., breakdown of the coffee machine, lighting, etc.), your constructor should receive an exhibitor badge from your allotment. If one representative of the construction team is meant to be at the booth all day, one exhibitor badge should be used as well. All contractors who require exhibitor badges during congress days would need to proceed to the exhibition help desk located at the entrance together with the exhibitor's booth personnel.

Build-up and dismantling

Exhibition Schedule*

Date	Time	Description
Wednesday 21 May 2025	07h00 – 14h00	Dispatching and building of equipped stands
	10h00 – 16h00	Build-up for raw space stands
	14h00 – 16h00	Exhibitors to come decorate their equipped booths
	16h30 – 20h00	Exhibition Area Open
	17h00 – 18h00	Joint Keynote Speaker with the CLO Summit
	18h00 – 20h00	Welcome Reception
Thursday 22 May 2025	09h00 – 17h30	Exhibition Area Open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Friday 23 May 2025	09h00 – 14h30	Exhibition Area Open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
	As of 14h30	Dismantling until 19h00

*Subject to change. The times indicated above should be sufficient for build-up and dismantling.

Build-up and dismantling

Breakdown and removal of exhibits may not commence before the official closing time. Any special arrangements for build-up or break down and removal of exhibits must be made in consultation with the [Exhibition Logistics Team](#) and involves the payment of an overtime fee, according to the price list.

Exhibits must remain fully intact and always staffed. Dismantling of exhibits and removal of products or display material is limited only to published dismantling hours. The dismantling or abandonment of the exhibit will cause remedial actions by the exhibition management company. Relating costs will be borne by the exhibiting company.

The exhibitor is **responsible for the safety of its products, displays and stand**. During the set-up and breakdown period, no material should be left unattended at any time. It is the responsibility of each exhibitor to **leave the stand space clean and tidy** during the exhibition and after the break-down. All exhibits, displays, stand fittings and materials must be removed from the premises by the time and date stated by the Exhibition Logistics Team. The Exhibition Logistics Team can demand that exhibitors restore their exhibition area to the original condition at the exhibitor's own expense. If exhibitors **leave rubbish behind, charges will apply**. Stored materials, empty containers and packing material must be disposed of.

Breakdown deadline

All exhibits and stand **equipment must be removed** from the halls **by 18:59** on **Friday, 23 May 2025** and all personnel should leave the premise by **19:00 at the latest**.

Exhibition Access

Please note that entrance to the building is via our loading bay located at the **official Parking by Palau de Congressos de Catalunya, Barcelona – Floor -3**. See map below detailed to get to the correct area:

Directions to the Palau de Congressos de Catalunya Loading Bay

Access control will be carried out at the boom barriers, no prior registration needed. **No unauthorised persons or persons without accreditation will be allowed to enter the premises.**

Unloading Procedures

- Vehicles may not be left unattended in the Palau de Congressos de Catalunya Loading Bay or parked in an unauthorised location nearby.
- Access to the loading bay may be limited due to space constraints, allowing entry for only one truck or up to two vans at a time. The maximum height clearance for the parking entrance is 4m.
- This means that Exhibitors may park their vehicle and unload any necessary items into the Palau de Congressos de Catalunya Loading Bay.
- As soon as the vehicle has been unloaded, it must be removed off site and parked in an appropriate place.
- Exhibitors may not start setting up until they have removed their vehicle.



Stand Builder

BCN Congress Events delivers innovative and exciting solutions to help exhibitors deliver memorable events, no matter the location or size. Please note this applies exclusively to raw space booths. For more details, visit their website [here](#).

Email: bcncongress@bcncongress.com

Tel: +34 93 480 15 06

Arrival & Parking

In our commitment to optimizing your event experience, the **Lufthansa Group airlines** has agreed to offer a discount to the participants of the ACC Europe Annual Conference 2025. The Lufthansa Group airlines bring people together – every day, all around the world. The global route network of Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Eurowings offers optimal connection and combination options, so you will benefit from quick and direct flights to the event.

You will reach the booking platform [here](#) and with the event code **BEAPDPN** the reduced fares are automatically displayed.

Barcelona operates a number of direct high-speed rail routes to cities in France, including Paris, Lyon and Perpignan, and more than 30 destinations across Spain, including Madrid and the south-east and southern regions. For more information visit: [Barcelona Turisme](#).

Directions

Transport	Information
By Bus	Barcelona’s main bus terminal is located at Plaça de Catalunya. Bus connections stretch right across Barcelona. Find all information here .
By Train	The L9 metro line connects airport terminals 1 and 2 with Zona Universitaria, which is 4 minutes away from the Congress centre. Metro lines 1 and 2 stops along the route that connect to other metro lines and the Rodalies railway line. Find all information here .
By Car	The Palau de Congressos de Catalunya is near the iconic Avenida Diagonal, one of the city’s main thoroughfares. The main entrance is Avda. Diagonal, 661*671, Les Corts.
By Plane	Barcelona Airport is the main point of entry for visitors to Catalonia. The Palau de Congressos de Catalunya is located just 15 minutes from the airport.

Parking

There are numerous car parks in walking distance to the Palau de Congressos de Catalunya. Please access the following links for further details:

- [Aparcamiento Camp Nou](#) with limited accessible parking spaces
- [Parking Parque Científico - Esmapark](#) located 1km from the Palau de Congressos de Catalunya

Stand Construction Guidelines

The exhibitors must conform to the contracted space and all display rules as outlined in the ACC 2025 exhibitor manual. Any aspect that is not covered in the ACC 2025 exhibitor manual is subject to approval by the [Exhibition Logistics Team](#) and the Palau de Congressos de Catalunya.

The safety and stability of the booth construction and all used material is the sole responsibility of the exhibitor. Neither ACC nor Exhibition Logistics Team nor Palau de Congressos de Catalunya take any responsibility for any damages or accidents caused by exhibition stands. It is the responsibility of the exhibitor to have proper liability insurance.

Stand Regulations

During set-up, dismantling, and decoration of booths, the exhibitors must comply with the following rules:

- Exhibitors are responsible for maintaining the premises in their original condition.
- Exhibitors are liable for any damage or harm caused by their structures, equipment, exhibits, or activities, including subcontracted firms' actions.
- Exhibitors must set up, operate, and dismantle their own displays using their own staff and employees.
- Attaching anything to the building's structure or furnishings is prohibited.
- It is prohibited to place materials in the booth space of other exhibitors and/or public areas. These must always remain free for the circulation of people and materials.
- Stands must remain open during exhibition hours, with a representative present.
- Activities drawing large crowds or causing queues should not block aisle traffic and must be approved by the [Exhibition Logistics Team](#). ACC and the Exhibition Logistics Team reserve the right to stop such activities on the booth immediately, if they are blocking passageways around the booth area.
- Public announcements are not allowed by any exhibitors and are restricted for organiser and safety use.

Construction Regulations

- Stands, including equipment and exhibits, must be constructed safely to protect public safety and health.
- Exhibits must stay within their assigned booth spaces as indicated in the final floor plan.
- The Exhibition Logistics Team and the Palau de Congressos de Catalunya can require stand construction changes based on approved drawings and the described stand concept.
- We strongly recommend you integrate the **booth number** into your booth's design for easier identification.
- Projecting images beyond your booth's boundaries is not permitted.
- Audio-visual and attention-getting devices are allowed if they do not disrupt neighbouring exhibitors or aisle traffic.
- Exhibitors are solely responsible to ensure that all necessary certifications are obtained by themselves or their appointed contractor for exhibiting in ACC 2025.

Separation Walls

All stands **must be separated from the neighbouring stand(s) by means of a separation wall**. The separation wall can be provided by the exhibitor or can be ordered to the stand builder with extra costs. This separation wall shall be in **white finish on both sides**.

Heights

Please consider the following guidelines when planning your booth construction to avoid unreasonably obstructing the view of adjacent smaller stands:

- Stands should maintain a **height of 2.5 meters** and should not exceed a maximum height of 4 meters.
- Any stands exceeding the 2.5-meter height requirement must be submitted to the [Exhibition Logistics Team](#) for review at least 20 days before the assembly commencement date. Please include properly marked blueprints, vertical projections, and sectional drawings for this stand design.

Submission of Construction Plans & Approval

All **raw space constructions** are subject to regular approval by [Exhibition Logistics Team](#) and the Palau de Congressos de Catalunya. It is the responsibility of the builder to ensure proper execution. The deadline for submitting your stand projects for approval is **1st of May 2025**.

Documents submitted later than the period stipulated above cannot always be reviewed in time. Therefore, approval might not be certain before the start of construction. This may result in dismantling, alterations or blocking the stand. The costs of the structure approval proceedings will be invoiced to the exhibitor.

Submission Procedure

Please send the requested documents (as defined above) to: [Exhibition Logistics Team](#)

Once the design has been approved by Exhibition Logistics Team (approx. 5-7 working days), the documents will be forwarded to Plau de Congressos for second approval. When the examination is done, the applicant will receive a notification of approval or conditions for the construction of the stand.

Any stand structures that do not conform to the technical regulations or the law, must be altered or removed. If execution is not completed on time, Plau de Congressos is entitled to make changes itself at the expense of the exhibitor. Palau de Congressos de Catalunya is also entitled to close the stand to forbid access for visitors.

Any arising costs of approval proceedings by Palau de Congressos de Catalunya will be charged to the exhibitor.

Service Orders

Suppliers Appointed by Exhibitors

Except for some **compulsory services/suppliers (electricity, water, cleaning, security, and catering)** the use of other suppliers/agencies for logistical and technical purposes is permitted. Should you wish to engage a supplier that is not an official provider of Palau de Congressos de Catalunya, you must submit a formal request including all relevant details of the external supplier. This request will be subject to approval by the Palau's management.

Please note that the exhibitor remains responsible for the activities organised by the appointed supplier/agency. It is **the exhibitor's responsibility to ensure that all the relevant guidelines, rules, and regulations, as well as health and safety regulations**, relevant forms and deadlines are passed on to the appointed suppliers/agencies and that the **suppliers/agencies act according** to these rules and guidelines.

Equipped Stand Constructions

Please find below detailed information on services included into the equipped stand.



3x2m modular booth example

Shell Scheme construction package includes:

- Shell scheme structure built from aluminium of 2.5m high with white melamine walls to form the walls
- Company name on white fascia (black cut vinyl)
- Lighting
- Dark grey carpet placed directly on the floor
- 1.100w fuse box
- 1 Table, 3 chairs and 1 modular counter

The organiser will book this for you if you have booked an equipped stand.

Any additional furniture, branding of the shell scheme, additional electricity, lightning... will have to be booked by the exhibitors themselves via the [Online Form](#).

Online Forms

All services for exhibitors should be booked via the Online Forms:

- [Material and AV Form](#)

The deadline to place orders through the Forms is 1 May 2024.

After this deadline, the prices will be subject to a **20% surcharge**, and not all items may be available. Respecting the deadline also ensures that orders will be processed properly and on time.

All items are subject to availability and allocated on a first-come, first-served basis.

If you have any questions about the Forms, or require further information about your stand or a bespoke quote, please reach out to bcncongress@bcncongress.com, please put **ACC, Palau de Congressos de Catalunya** and your **stand number** in the **subject line of your email**.

All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of ACC. All services or materials supplied by these companies will be subject to a contract between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, ACC and its organiser do not accept any liability or responsibility for any act performed or committed by such suppliers.

Stand Design

BCN Congress can provide both inserted and seamless graphics. For any questions, please reach out to bcncongress@bcncongress.com. Artwork should be supplied as fully designed individual panels and sent as **high-resolution pdfs**, with a **3mm bleed on all sides**. The deadline for graphic printing is **1 May 2025**. There are also options to retain your graphics following the event.

Electrics

The shell scheme stand already includes a 1.100w fuse box that has a built-in socket. In case additional electric power or extra sockets to connect multiple devices are needed, please order via the [Form](#). Raw space stands **will not have any electrics included** and power cannot be shared between raw space and shell scheme stands. Therefore, you will need to order your own main and consumption in addition to your sockets via the [Form](#).

Venue Flooring

Shell scheme stands already include carpet (dark grey). Please choose the desired colour for the carpet (if different from the one already included) by ticking the corresponding box in the [Form](#).

Cleaning and Waste disposal

General cleaning of the exhibition area and corridors is the responsibility of the Organizer; cleaning of the stands is exhibitors' responsibility and will be charge accordingly.

Materials that have been left behind will be removed from the exhibition on the last day of dismantling and brought back to the warehouse at the exhibitor's expense.

Catering – Food & Beverages

No exhibitors shall distribute or give away any item of food or drink not supplied by the official caterers at the Palau de Congressos de Catalunya. Should you wish to order stand catering, please complete the Stand Catering form included within this manual and return to [Alba Humanes](#).

Deliveries and Collections

Deliveries

Resa Expo Logistics has been appointed as the official Fair Forwarder and on-site handling agent. They will supply several logistics teams specialized in transport, storage & on-site handlings of exhibition equipment. Please find below their contact details and information.

Before sending any goods, the sender must contact **Resa Expo Logistics** to receive all necessary information related to transport, labels, customs, deadlines, etc., as well as rates and forms to book the services.

Contact details:

Raquel Barreiro | International Logistics Manager

Email: operations@resaexpo.com

Tel: +34 93 233 4110

Deliveries directly to the booth are restricted and only possible during the official setup/event/teardown dates. They must be reconfirmed with Resa at least **20 business days before** the requested service dates.

Please note that the venue does not receive or store shipments, nor does it handle customs clearance on behalf of exhibitors. If companies intend to send goods directly to the booth, a representative must be present at the time of delivery to sign the carrier's delivery note.

Collections

Exhibitors should ensure that arrangements are made for the collection of all items from the Palau de Congressos de Catalunya at the end of the event. Please reach out to the official freight forwarder, [Resa Expo Logistics](#) to coordinate this.

It is the responsibility of the Exhibitors to complete all forms relating to International Shipping correctly. It will not be the responsibility of the Palau de Congressos de Catalunya to undertake any paperwork completed in error by the exhibitor that does not enable uplift by the courier.

Shipments originating from outside the European Union require a registered importer and therefore cannot be consigned directly to the venue. Such goods would be held in customs without clearance

Storage

The storage of empties (including packaging or packing materials) at the booth/in the halls is **prohibited**. If you require **storage** of empty packaging during the event, please coordinate with Cameron Event Logistics. They will remove it to the storage area and subsequently after the event finishes arrange for return.

Loading and Unloading Services

The provision of these services with forklifts must be scheduled and paid for in advance.

Security and Emergency Procedures

Security

Exhibitors are **not allowed** to be at the exhibition hall during the build/dismantling of structures without the correct **Personal Protective Equipment** (gloves, foot and eye protection, protective hearing devices (earplugs, muffs) hard hats, respirators, and full body suits). Once the structures are all up, it is safe to bring the exhibitors to set-up their stands and they do not need to wear any personal protective equipment.

Each exhibitor is responsible for his/her own exhibit, Palau de Congressos de Catalunya is not responsible for any loss or damage of any equipment, goods, or booth whatsoever.

Please note that build-up and breakdown days are high-risk periods. You are recommended to work in pairs so that the stand is always manned. Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors.

Health & Safety

In case of evacuation of the building, everybody needs to follow the indications of the Palau de Congressos de Catalunya staff, who will guide them to a safety point.

In Palau de Congressos de Catalunya the safety of our delegates, visitors, and staff are our top priority and as such we plan for all eventualities and emergencies. This involves the provision of specialist First Aid equipment on site to provide immediate care to casualties in the unlikely event of a major incident where several people had been injured until the arrival of the emergency services.

All First Aiders at Palau de Congressos de Catalunya have undertaken and successfully completed HSE approved First Aid courses and are on call to respond to medical emergencies to render assistance at any time during operating hours of the centre.

In the event of a medical emergency or someone requiring First Aid treatment, any delegate should contact any member of staff and request assistance.

Insurance

All exhibitors are required to secure adequate insurance coverage for the event. Additionally, attendees should take necessary precautions to safeguard their personal belongings. Please note that exhibitors' stands and exhibits on these stands will not be placed under the custody or control of the Event Organizer or the venue, and exhibitors must arrange for their own insurance coverage accordingly.

Risk Assessment

All parties have responsibilities as laid out in accordance with the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999, and any mandatory Acts/Regulations relevant to

their activities. It is NOW A REQUIREMENT for individual exhibitors and their contactors to submit risk assessments no later than 10 days prior the event where there is deemed to be a RISK associated with your stand, with respect to (for example):

- Build-up, open and break down periods
- Shell and space only constructions
- Contractors and sub-contractors' method statements, employed by both the Licensor and their exhibitors, and any identifiable working hazards
- Using of lifting/working machinery
- Hazards to the attendees and other participants
- Special features contained within the event
- Manual handling
- Audience type and number expected, and any hazards identified by their nature

Please note that the above list is not exhaustive and should only be used as a guide.

A suitable and sufficient risk assessment is one that

- Correctly and accurately identifies the hazard
- Disregards inconsequential risks and those trivial risks associated with life in general
- Determines the likelihood of injury or harm arising
- Quantifies the severity of the consequences and the numbers of people who would be affected
- Take account of any existing control measures
- Identifies any specific legal duty or requirement relating to the hazard
- Will remain valid for a reasonable time
- Provides sufficient information to enable the employer to decide upon the appropriate control measures, considering the latest scientific developments and advances, enables the employer to prioritise remedial measures.

It is the responsibility of the Exhibitors to ensure that every supplier or sub-contractor carries out a suitable and sufficient assessment of the significant risks to health and safety of their employees or persons not in their employment arising out of or in connection with the conduct or undertakings in Palau de Congressos de Catalunya.

No sub-contractors will be allowed to commence work until licensing has approved the event layout plan and risk assessment.

All contractors, sub-contractors, agents etc appointed by an exhibitor must have in their possession an appropriate risk assessment and method statement and relevant liability insurance for the task/activity they are performing, which should be available for inspection at any time.

Accommodation

Hotel Reservation

As part of our commitment to providing an exceptional experience for our conference attendees, we have arranged exclusive rates at **Torre Melina, a Gran Meliá Hotel**. Conveniently located just a 3-minute walk through the gardens to the conference venue, this 5-star property offers luxurious accommodations and is only a 15-minute drive from the airport.

We encourage you to **book your rooms** as soon as possible following the instructions on the [Website](#).