



## General information

Dear Exhibitor,

It is important that you read the following carefully before exhibiting at Odense Congress Center. "General information" and "Rules and guidelines 1 – 4" are designed to ensure all exhibitors enjoy the best possible conditions during a fair. The exhibitor bears full responsibility for conscientious compliance with both the general rules and any special rules that may apply to the fair in question. None of these rules can be disregarded without the prior written consent of Odense Congress Center.

### Access to the exhibition area

During the fair, stand personnel in possession of an exhibitor's card have access to the exhibition area one hour before and after the official opening hours of the fair.

### Cafeteria/Restaurant

Odense Congress Center publishes a leaflet about facilities for exhibitors and visitors alike. If special catering is desired at the stand, please get in touch with our chef directly to discuss the options. Tel. +45 6556 0100.

### Carpets

We recommend that you carpet the stand area, which will otherwise be naked concrete.

For orders of carpet for the stand, the price includes laying and covering with plastic sheeting. Removable carpet tape can be purchased from Technical Services.

You are permitted to bring and use your own carpet. Please note, however, that you will be billed a disposal fee (calculated per m<sup>2</sup>), should you fail to remove it after the fair.

Using your own carpet requires a valid fire safety approval from the authorities.

If the exhibitor uses tape different from the tape demanded by the hall, it is the responsibility of the exhibitor to remove the carpet and the tape used. Otherwise, the carpet and tape will be removed at the exhibitor's expense.

### Cleaning the stands

OCC ensures proper cleaning of all common areas during the fair – hallways, entry points, toilets and dining spaces.

It is the responsibility of exhibitors to clean their own stand area and to remove all rubbish during the construction and take-down periods.

### Complaints

If you have any complaints about services provided by Odense Congress Center, these must be submitted to us in writing before the fair closes. Complaints cannot be accepted otherwise.

### Construction

Construction of the stand cannot begin any earlier than the time stated in the exhibitor handbook.

#### Construction rules

Please read our "Rules and guidelines". You are welcome to contact Technical Services if you have any questions. We recommend you submit drawings of your stand for approval.

#### Covering stands

Please read the enclosed rules from the Fire Service.

#### Deliveries

Deliveries to the stand at the fair **must** be labelled/addressed as follows:

##### Name of the fair

Stand No.

##### Company name

c/o Odense Congress Center

Ørbækvej 350

DK-5220 Odense SØ

Please note that we will **not** sign for deliveries; we will merely direct the haulier to the location of the stand area.



## General information

### **Draught beer unit**

Please note that orders for draught beer and mineral water units must be placed prior to the fair.

Please use Order Form 7.

### **Driving in the halls**

Unloading in the halls is only permitted during the periods stated in the exhibitor handbook. Parking and driving on carpets in the halls is **not** permitted.

### **Electrical installations**

Installations can be ordered and equipment hired by submitting your order form to Technical Services. In order to be valid, the order form must be fully completed, signed and accompanied by a sketch plan with binding placement of installations. Any changes will be made at the exhibitor's expense.

Please use Order Form 4.

For all main lines ordered in connection with your own machinery or other installations, the "*mains current directive*" – "Stærkstrømsregulativet" requires mains leads to terminate in a CEE/Euro plug.

Moveable mounting equipment (plugs, leads, sockets, etc.) cannot be hired but can be purchased from Technical Services.

### **Emergency**

Outside opening hours, the halls are monitored by an alarm system. However, please note the section about insurance.

### **Emergency exits/fire cabinets and electrical cabinets**

No exhibitor is allowed to cover, conceal or close off emergency exits or fire cabinets and electrical cabinets. Neither may exhibition items be placed in front of fire cabinets and electrical cabinets, emergency exits or gangway areas.

### **Exhibitor ID**

Stand personnel must carry visible exhibitor ID at all times.

### **Fire safety and use of open fire**

The fair is approved and continually monitored by the fire authorities.

The exhibitor agrees to follow any and all recommendations from the fire authorities, and allow the latter unobstructed access to the stand at all times.

Smoking and use of open fire is not permitted. This includes candles and tealights.

NB: Any costs associated with necessary fireproofing of an exhibitor's stand will be billed to the exhibitor.

Please read the enclosed regulations from the fire authorities.

### **Fire cabinets**

There must be completely unobstructed access to these from the nearest main gangway.

Please read the enclosed rules from the Fire Service.

### **Fire Service**

Please read the applicable rules from the fire authorities. It is the responsibility of the exhibitor to obey instructions from Fire Service personnel, who must at all times have unrestricted access to the stand in order to verify compliance with all requirements imposed by the authorities. Please read the enclosed rules from the Fire Service.

### **Floors**

All halls have concrete floors. You are not allowed to drill into, drive nails into or otherwise damage the floors. During painting or where there is a risk of oil spillage, the floor must be covered.

### **Flowers**

There is an option to buy large green plants and flowers to decorate the stand.

Please use Order Form 9.

### **Gas cylinders**

No gas cylinders of any kind may be kept at the stands except by prior agreement with Technical Services.

Please read the enclosed rules from the Fire Service.



## General information

### Gates and doors

Gates and doors to the Congress Center must not be blocked either on the inside or on the outside, and the seal must not be broken.

### Guards

All kinds of machines, systems and devices on display must be equipped with the safety components required by law, whether or not they are displayed in operation. Demonstrations that produce dust, smoke, steam, odour, gas, etc., may only proceed where nuisances is effectively removed. Any demonstrations of this nature must be reported to and approved by Odense Congress Center at least one month before the fair.

See also under "Rules and guidelines".

### Haulage

If you wish assistance with haulage, unloading and loading as well as storage of empty packaging, please contact:

**ST Messe Logistik**

**Mobile: +45 2296 8183**

**Fax: +45 6661 1027**

**Attn.: Steen Thorvaldsson**

Please note that Odense Congress Center cannot undertake to store empty packaging; you are referred to ST Messe Logistik in this regard. To avoid waiting, we recommend that you arrange assistance before the fair.

### Height (clear) in the halls:

Hall A	7 m
Hall B	6 m
Hall C	8 m
Hall D/Arena	8-10 m (14 m) Ask fair department

### Height/width of gates

Hall A	w: 5.15 x h: 4.30 m
Hall B	w: 4.75 x h: 4.31 m
Hall C1	w: 4.74 x h: 4.44 m
Hall C2	w: 4.72 x h: 4.45 m
Hall D/Arena	w: 4.95 x h: 4.45 m

### Hire/loan

The exhibitor is responsible for hired/borrowed items for the entire time such are in their care.

### Hotels

Odense Congress Center has its own hotel with 109 rooms. Please contact the Hotel Odense directly to book rooms:  
tel. +45 6556 0300.

### Insurance

Odense Congress Center does **not** accept any liability (whether direct or via insurance) for the equipment exhibited. We recommend you get in touch with your company's insurers with regard to insuring your own items or hired items on display.

See also under "Rules and guidelines".

### Internal transportation

We recommend as far as possible that exhibitors bring their own sack barrows or trolleys. If you have large exhibition objects that cannot be transported along the gangways indicated on the hall plan (which are min. 2 m wide), please contact ST Messe Logistik no later than four weeks before the fair takes place.

### Internet

Odense Congress Center offers the purchase of wireless internet access to your own stand.

There is free access to wireless internet in common areas and lobby/lounge areas – search for "OCC-Guest". Access to the wireless network acknowledges that OCC is not able to guarantee connection quality due to interference from other electronic equipment operating nearby.

We recommend purchasing a wired connection for your stand – this ensures a stable internet experience.

Both wired and wireless broadband for your stand can be ordered via form No. 5.

### Liability/damage

The exhibitor and its personnel bear full liability to pay compensation for any damage to the walls, ceilings, floors, columns, installations, etc., of the halls and the materials hired/borrowed for the stands.



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The exhibitor is also liable for any personal injury or loss of or damage to property that may be caused by the exhibitor and its personnel or exhibition equipment. See also under "Rules and guidelines".

### Lighting

During the exhibition period, there is normal room lighting in the halls. It is the responsibility of exhibitors to ensure they have the necessary lighting at the stand.

### Loudspeakers/TV/Video

The noise level must not exceed 85 db (A) measured 1 m from the stand. See also under "Rules and guidelines".

### Merchandising service

From the merchandising service associated with Technical Services, you can buy various merchandising items. Please note that orders for draught beer and mineral water units must be placed prior to the fair. Items ordered by 4 pm will be delivered to the stand before the start of the fair the next day.

### Music and sound

Exhibitors wishing to use music and sound at the stand must be aware of the Koda/Gramex rules.

For further information, see [www.koda.dk](http://www.koda.dk) or [www.gramex.dk](http://www.gramex.dk).

It is your own responsibility to ensure compliance with their rules for playing recorded music. We encourage you to inform your neighbours concerning the number and duration of any audio demonstrations you intend to put on. If there are any complaints from the event organiser or the surrounding stands, the volume must be turned down or the sound stopped.

See also under "Rules and guidelines".

### Ordering technical installations, fittings, etc.

Order forms for technical services, stand construction, carpet, lighting, fittings, etc., must be submitted to Odense Congress Center by the deadlines stated. Any order

forms submitted after this point **will attract a surcharge of 25%**.

Late orders for services will be dealt with in the order received, but there is no guarantee that they will be completed in time. Forms are to be completed and faxed to +45 6556 0299 or E-mailed to [teknik@occ.dk](mailto:teknik@occ.dk)

If you wish to return ordered items during the fair, you@ocill be charged 50 % of the item's rental fee.

Forms are sent directly to the exhibitor – but can also be downloaded from the Odense Congress Center website [www.occ.dk](http://www.occ.dk) – select "Messer & Udstillinger" [fairs and exhibitions]

### Packaging/empties

For a fee, packaging can be stored by the trade-fair haulage company. Packaging **must** be labelled with a completed packaging label. Packaging labels are issued at Technical Services and at ST Messe Logistik (trade fair haulage) behind Hall C. We recommend contacting ST Messe Logistik if you wish assistance for transportation, storage of large quantities, etc. To avoid waiting, you are recommended to arrange assistance prior to the fair.

### Parking

During construction and dismantling: Parking is only allowed in clearly marked areas in direct connection to the exhibit. No parking in the halls. Drop-off time is a maximum of 30 minutes.

### During the fair:

Exhibitors must use the designated exhibitor parking. This requires a valid parking form.

### Photographs

There is to be no photographing of stands or products without the permission of the exhibitor. An exhibitor has permission to photograph solely its own stand.

Odense Congress Center can put you in touch with a photographer.



## General information

### Purchase card

The opportunity is offered to make purchases in the cafeteria and restaurant/hotel with the total invoiced after the fair. This requires registration and the issuing of a purchase card, which can be ordered prior to the fair. Purchase cards are issued personally upon application to Technical Services.

### Regulations

Exhibitors are responsible for their own stands and must comply with the rules and stipulations established by the event organiser, Fire Service or other authorities. The exhibited products and the stand area must be fully fitted out in accordance with the fair's construction times. The right to make use of the stand area is conditional on the exhibitor's compliance with the established rules. Infringement entitles the event organiser to have free use of the allocated exhibition area without the exhibitor being released from its payment obligation. Exhibitors or their personnel can be expelled if their behaviour is offensive in the opinion of the event organiser, visitors, other exhibitors or the hall personnel. See also under "Rules and guidelines".

### Risk

With regard to fire, theft, water damage, malicious damage, etc., the exhibited items are all for the account and at the risk of the exhibitor. Under no circumstances can Odense Congress Center be held liable for any loss or damage to property or any personal injury caused by the exhibitor or the exhibitor's equipment, and the exhibitor is advised to arrange all insurance in this regard. Please also read the section on **insurance**.

See also under "Rules and guidelines".

### Rubbish

Small amounts of non-combustible material can be put in the containers provided by the congress centre. Large quantities can be removed from the stands at the exhibitor's expense. Combustible material can be put in the containers provided. Special waste must not be put in the

containers, but must be delivered to Technical Services. Special waste will be disposed of at the exhibitor's expense.

### Spirits/serving drinks

Exhibitors are not allowed to serve alcoholic beverages from their stands without prior agreement with Odense Congress Center, which is licensed to sell spirits. In addition, we advise all exhibitors to restrict the serving of alcoholic beverages at the stands. Obviously, serving alcohol to young people under 18 is **not** allowed.

### Stand delineation

(use of the stand area)

Please refer to Section 1.3 of the "Rules and guidelines".

### Stand description

#### **Stand only, without construction**

Supplied as bare floorspace. Stands without construction are intended for the company's own construction systems. For a fee, Odense Congress Center can assist with stand construction.

### Stand height

The normal height of stand partitions, friezes and advertising signs is 250 cm, which corresponds to the partition walls available for hire from Odense Congress Center. If you wish to have a structure taller than 250 cm, please see the rules concerning this in the special rules.

### Stands with a 1<sup>st</sup> floor and tall scenes/podiums and tents

According to the building code all material used in the following constructions must be properly certified:

- Stands with multiple storeys, to which people have access
- Scenes, podiums, walkways, "towers" more than 1m in height (measured from the hall floor to the top of the construction)
- Covered scenes
- Tents more than 50 m<sup>2</sup> in floor area



## General information

Proper documentation for the above must be provided at the request of the authorities.

Alternatively, approval of non-certified building material can be sought at:

### **Byg & Miljø**

Odense Kommune  
Flakhaven 2  
5000 Odense C  
Phone: +45 78 73 58 25

Contact must be via Nem ID or Digital Signature.

### **Stand materials**

Stand construction must not include materials such as cardboard, paper, textiles, plastic products, etc., which are easily ignited, explosive or give off toxic fumes in a fire. No materials more combustible than wood may be used. Accordingly, curtain fabrics must have fire-retardant impregnation in accordance with the directions of the Fire Service and the manufacturer.

Please read the enclosed rules from the Fire Brigade.

### **Stand sketch**

You can use Form 1 to draw a sketch of your own stand. You must indicate all technical installations on this sketch. REMEMBER to submit Form 1 to Technical Services along with the other order forms. Please be aware that it is **not** sufficient only to fill in Form 1; the other relevant forms must also be filled in.

### **Stand, with construction**

Supplied with white partition walls adjoining the neighbouring stand and with a rear wall and frieze over open sides. Partitions and frieze are white melamine plates in aluminium frames.

If you do **not** want these services, please put a cross to this effect on Form No. 1. The exhibitors themselves are responsible for the company name, logo, etc., on the sign friezes.

Light loads can be suspended from the aluminium system by hooks and chains/rope. Any suspended objects must be attached to the top of the plate(s) 250 cm from the floor. Attaching loads to the middle of a plate is not possible.

Rented aluminium sections are expected to be returned in original condition at the end of the fair. No painting, drilling or attaching of tape to the aluminium sections is allowed.

### **Suspension from the ceiling**

Exhibitors themselves are not allowed to suspend exhibition objects, signs, banners, stand equipment, etc., from the ceiling, walls or installations of the hall. For safety reasons, at least two wires are required for a banner, sign, etc.

### **Take-down**

No exhibitor may begin take-down of the stand in any way or removal of the exhibited products before the official closure of the fair.

### **Technical orders**

If you have any questions concerning stand construction, order forms, etc., you are welcome to contact our Technical Coordinators during working days from 8 am – 3.30 pm at tel. +45 6556 0284.

### **Technical Services**

“Technical Services” is the exhibitors’ service centre during the fair. This is where you can have all your questions answered in connection with construction and the holding of the fair. Technical Services is located in Lobby 2 between Hall A and Hall C.

### **The Danish Working Environment Authority**

During the entire construction, exhibition and take-down period, the rules of the Danish Working Environment Authority concerning the use of machinery, scaffolding, lifts and tools must be adhered to.

See also under “Rules and guidelines”.



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### **Two-storey stands**

Please read the enclosed rules from the Fire Service. Always contact Odense Congress Center as soon as possible.

### **Unloading**

The halls have large gates and you can drive right up to them. There are no steps or obstacles, so all equipment can be rolled directly to the stand. Be sure to read the enclosed information about times, etc., as well.

### **Vans, lorries, trailers, etc.**

You are registered when you arrive for construction and take-down. Lorries can load and unload for 1 hour; vans and trailers for half an hour.

### **Vehicles at the stand**

See "rules & regulations" for further information.

### **VAT**

For exhibitors within the European Union invoicing for exhibitions and similar services shall not include VAT if the customer is a business or VAT-registered entity and is established in a different country to the seller. This means that for exhibition services provided at the Odense Congress Center, Danish VAT will not be included on invoices if the customer is a business or VAT-

registered entity established in a foreign country. Customers within the EU should instead declare VAT on these services in their respective countries, a so-called reverse charge. If the customer is not a business or VAT-registered entity then the place of supply for all services will continue to be the country in which the event takes place. Invoicing without VAT will only be executed if the VAT No. is filled in on the order forms.

### **Video/TV/Film**

In connection with showing films, TV and videos, etc., exhibitors shall undertake to ensure there is sufficient standing room or seating within their own stand areas.

### **Workers' cards**

Workers' cards are not necessary during construction or take-down. However, during the fair, exhibitors must wear visible exhibitor cards/badges.

### **24-hour electricity supply**

Power in the halls is switched off at night. If you need 24-hour electricity, therefore, please note this on your order form. A 24-hour electricity supply will be provided from the day the exhibitor first moves in and continues up to and including the day after the fair closes at 12 noon – unless otherwise agreed with Technical Service.