

Exhibition Manual

Dear Exhibitor,

We are pleased to share with you this Exhibition Technical Manual, that contains important information designed to assist you in preparing for the **WCP 2025** Exhibition.

The Exhibition will be held as part of the **25th WPA World Congress of Psychiatry** in the enchanting city of Prague, Czech Republic, from **October 5-8, 2025**.

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

Please forward this manual to everyone working on this project, including your stand builder.

Wishing you a successful event,

Oana Giurgiu

Exhibition & Industry Manager

E: ogiurgiu@kenes.com The Exhibitors' Portal enables Exhibitors and Supporters to:

- Submit company logo and profile
- Order lead retrieval Application (Badge scanners App)
- Order exhibitor badges
- Submit booth drawing (for "Space Only" booths)
- Submit fascia sign lettering (company name on board for "Shell Scheme" booths)
- Submit other deliverables as per contract

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

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

Notes:

- **One user per company** – the login details have been sent to the contact person who signed the contract. This person is responsible for passing on the login details to any third party if needed.
- The contract holder will be charged with **any purchase made** by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only **after** submission of your company **logo** and **profile**.
- Please note that access to the portal allows the user to see information from **previous transactions** made by your company with Kenes Group.
- **Only deliverables indicated in your contract**, should be submitted. Items that are not included in your contract will not be processed.
- Keep the Exhibitor's Portal link together with your login information on hand for future reference.

Congress Organizer: WPA & Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

Registration

Mr. Youcef Zaiter

Kenes Group

Email: yzaiter@kenes.com

Exhibition Manager

Ms. Oana Giurgiu

Kenes Group

Email: ogiurgiu@kenes.com

Sponsorship and Exhibition Sales

Ms. Petya Yoncheva

Kenes Group

Email: pyoncheva@kenes.com

Hotel Accommodation

Ms. Anna Ivanova

Kenes Group

Email: aivanova@kenes.com

Freight Handling & Onsite Logistic Agent

Merkur Expo Logistics

Mr. Ian Heiringhoff

Email: ian.heiringhoff@merkur-expo.com

Contractors:

Furniture/ Booth graphics/ Booth fittings/ Electricity/ Booth Cleaning/ Telecommunications/ Internet etc

Expo Sale

Ms. Linda Škarková

Email: expo@exposale.cz / Linda.Skarkova@exposale.cz

Tel +420 777 725 129

For order form please [click here](#)

Rigging is not allowed**In-booth Catering**

Zátiší Catering

Email: jitka.zahradkova@zatisigroup.cz / andrea.jakoubove@zatisigroup.cz

Catering service is exclusive to the venue (Zátiší Catering)

Parking (for small cars)

Please find here more information: [Parking at the PCC](#)

Note: Trucks parking can be organized directly with Merkur

Security

Please contact **Prague CC** at: lucie.kreckova@praguecc.cz

Congress Website

For updated information regarding WCP 2025 **Congress**, please visit the [website](#). **Venue Address:**

Prague Congress Centre

5. května 1640/65, Nusle
140 21 Prague 4, CZ

How to get to Prague CC

Action Item	Deadline	Contact Person
Hotel reservation for Staff	As soon as possible	WCP25 – Kenes Group or email us to: aivanova@kenes.com
Company logo and profile	As soon as possible and no later than Friday, September 5th	
Booth Design for Approval	Friday, September 5th	
Text for Fascia (Shell Scheme stands only)		
Lead Retrieval Wireless Barcode Reader	Monday, September 15th	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Badge Order	Friday, September 5th	
Furniture Rental		
Shell Scheme Extras		
Graphics/Signage	Friday, September 5th	Expo Sale Ms. Linda Skarková Email: expo@exposale.cz / Linda.Skarkova@exposale.cz Tel: +420 777 725 129
Telecommunications and AV Equip. (Screens, Laptop, Desktop)	<i>Orders placed after the deadline are subjected to 30% surcharge and cannot be guaranteed.</i>	For order form please click here <i>*you need to register first</i>
Internet / Wi-fi		
Electricity		
Daily Booth Cleaning		
Hostesses	Contact the provider directly	Hostesky.cz Ivana Dupalová: Email: dupalova@hostesky.cz
Security	Contact the provider directly	Prague CC Lucie Křečková Email: lucie.kreckova@praguecc.cz
In-booth Catering	TBC	Zátiší Catering Jitka Zahradková Email: jitka.zahradkova@zatisigroup.cz
Delivery		
Door to Door Shipments		
Shipment via Advance Warehouse: <i>deadline for shipment arrival at warehouse</i>	Please contact MERKUR Click here for Shipping instructions	MERKUR: Mr. Ian Heiringhoff Email: ian.heiringhoff@merkur-expo.com
Exhibition goods – Direct Deliveries to Congress Venue by truck	Subject to time slot NB! Please note there should be a person from your side to receive your Deliveries.	for Shipping Instructions - click here

Exhibition Hours

Exhibition Set-up*	Saturday, 4 Oct	08:00 - 20:00 Space only set-up 14:00 - 20:00 Shell scheme set-up
	Sunday, 5 Oct	08:00 - 13:00 Space only & Shell scheme silent set-up 13:00 - 16:00 Decoration Only (no hard build allowed) 17:00 - 21:00 (end of welcome reception) <i>17:30 Coffee break</i> <i>19:30 - 21:00 Welcome Reception</i>
Exhibition Opening Hours	Sunday, 5 Oct	09:45 - 16:30 <i>10:15 Coffee break</i> <i>15:45 Coffee break</i>
	Monday, 6 Oct	09:45 - 16:45 <i>10:15 Coffee break</i> <i>16:00 Coffee break</i>
	Tuesday, 7 Oct	09:45 - 15:45 <i>10:15 Coffee break</i>
Dismantling / Breakdown*	Wednesday, 8 Oct	13:45 - 15:45 Silent dismantling only (sessions still running) 15:45 - 21:00 Full breakdown
	Wednesday, 8 Oct	

*The timetable is subject to possible changes in accordance with the scientific program. Updates will follow in due time.

Driving prohibitions

Trucks of a total gross weight of **more than 7500 kg** are **NOT allowed to drive in the Czech Republic** on Saturday 15:00 – 20:00 and on Sunday 00:00 – 22:00.

- **Dismantling of the stands before the official hour is not permitted.**
- **All exhibitors should be in their Booth 30 minutes before the official opening hour.**

Please Note:

- Empty crates and packaging material must be removed after set-up and no later than **Sunday, October 5th at 13:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

It is strictly forbidden to store anything behind the stand.

IMPORTANT: Unused literature and other waste should be removed from the conference venue by the end of the conference. If not removed, an additional cost will be charged to the exhibitor for removal.

Driving prohibitions

Trucks of a total gross weight of **more than 7500 kg are not allowed** to drive in the Czech Republic on Saturday 15:00 – 20:00 and on Sunday 00:00 – 22:00.

Off Exhibition Information

- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.
- Dismantling of the booths before the official closing of the exhibition is **not permitted**.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Wednesday, October 8th at 21:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

Welcome Reception at The Exhibition Area

On **Sunday, October 5th**, you are cordially invited to the **Welcome Reception** held in the **Exhibition Hall** (Congress Hall Foyer C, Level 2) from **19:30**. Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall. The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

To access the exhibition floor plan and see the location of each booth, please [click here](#)

For full list of exhibitors and supporters – [click here](#)

- All exhibitors are required to be registered and will receive a badge displaying the name and the exhibiting company. Exhibitor badges will be given as per your contract.
- Two exhibitor badges will be given for the first 9 sqm booked and one additional badge for each 9 sqm after.
- Any additional exhibitor's badges will be charged an exhibitor registration fee of **200 Eur**
- Companies can purchase a maximum number of exhibitor registrations as follows:
 - ✓ Stands of up to 60sqm – 15 exhibitor registrations
 - ✓ Stands larger than 60sqm – 25 exhibitor registrations
- The Exhibitors badges allow access to the exhibition area, refreshments, and Welcome Reception.

Additional Exhibitor badges can be ordered online via reg_wcp25@kenes.com (Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge).

Deadline: **Friday, September 5th**

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and should not be used by companies

to bring visitors to the Exhibition. Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

REGISTRATION OF STAND PERSONNEL

In order to be granted access in the exhibition area each individual will need to wear a name badge. This includes the regular staff from the exhibitor's company and any hired staff e.g. hostesses, bar and service personnel etc. For security reasons, stand personnel must wear their name badges at all times.

Each exhibitor is entitled to a number of complimentary exhibitor badges in accordance with the size of the exhibition stand as stated in their contract. There is no need to register or have any construction badges for stand contractors and staff, during set up and dismantling period.

Drivers should always have their telephone number written (behind the window) and wear a reflective vest.

Builders and exhibitors can use their own vests or borrow some at the loading bay entrance for a deposit 100 CZK per 1 vest.

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium or visit your booth. We are pleased to offer you the K-Lead Application. Supporters can download the K-Lead app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' contact information with a quick scan of their badge.

Advantages of the **K-Lead application**:

Seamless Integration: Download directly to your device; no extra hardware needed!

Effortless Scanning: Quickly scan attendee badges to capture leads.

Customizable Notes: Add personal comments to each lead for better follow-up.

"Quick Scan" Function: Ability to quickly scan delegates as they enter the symposium hall.

Instant Access: Get real-time lead information for immediate engagement.

Universal Compatibility: Download from the **Apple Store** or **Google Play** using "Kenes K-Lead App".

Cost per unit: EUR 700 (excluding 4% credit card charges fees, excluding VAT if applicable).
Device is NOT included!

Deadline: 2 weeks prior to the meeting

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

Unlock the Power of K-Lead Plus:

Automated Follow-up Emails: Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!

Tailored Email Customization: Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.

Timely Engagement: Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.

Trackable Insights: Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.

Compatibility: K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: EUR 750

Key Notes for K-Lead and K-Lead Plus:

Device Not Included: The application must be installed on your personal or company device (tablet/smartphone).

Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.

Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.

Easy Reservation: Secure your Wireless Barcode Reader in the Exhibitor's Portal <https://exhibitorportal.kenes.com>.

GDPR Compliance: We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.

By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to [Data Processing Agreement](#).

Exhibition Area: The exhibition will be held in the Foyer (Congress Hall Foyer 2nd floor C), which is located on the Second level.

Click [HERE](#) for exhibition hall visual tour.

Due to the unequal ceiling height in different parts of the hall:

- **Maximum build up height for booths: 01B, 2, 3, 4, 5 is 3.5 meters**
- **Maximum build up height for all the other booths is 2.5 meters**
- Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.
- Shell scheme stand build up is **2,5 meters**.
- Any part facing neighboring booths that is above 2.5m in height needs to be **designed with neutral white Surfaces**.

Exhibition booths and advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and, in particular, that they do not endanger life and health.

Exhibitors and stand builders are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.

Floor:

Floor type: light grey **marble**

Maximum floor load (net load): 400 kg/sqm.

- Only carts with rubber wheels are allowed to be used

The floor is very fragile. Any mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

All floor coverings must be secured and maintained so that they do not cause any hazard.

Fixing of floor covering to the hall floor may only be carried out using approved tape that won't mark nor damage the floor.

Ceiling Hanging / Rigging / Suspensions

Ceiling hanging/rigging **is NOT permitted**.

Columns / Pillars

Important: The exhibition area has **pillars** in different locations. Please identify in the Floorplan, or as the Exhibition Manager if you have any **pillar near your booth**, so you can adapt your booth design, if needed.

The dimensions of the pillars are: **45 x 45 cm**.

Any column of the Foyer lying within the stand may be covered **without causing any damage** and in compliance with accepted height regulations. Fire extinguishing equipment and sensor system **must not be covered**.

Raised Floor / Platform

- The organizers must be informed if the booth has a platform (when submitting the drawings for approval), as well as the scheduled set-up (day and time). Without this information the Official Contractor will not be able to provide the requested service(s) and the prepayment will not be refunded. Before placing the platform, the exhibitor/stand builder must confirm that service(s) provided by the Official Contractor (electricity, water, cables, internet, etc.) are in the right place. Access to the service points/water trap/electricity trap are compulsory when a platform is installed (keep those points accessible!). Once the platform is installed, no new services that need to go under it will be accepted.
- **Stands should be fully accessible on all “open” sides**
- The platform sides must be closed and finished neatly. **The platform edges must be safe, secured and easily visible.**
- Please note that if your booth has a platform, you are required to provide a **ramp** to ensure access for people with disabilities.

Water connections are available upon request, depending on stand location.

Please contact the Exhibition Manager, Oana Giurgiu (ogiurgiu@kenes.com) for any request and further information.

Waste Removal

- It is the exhibitor's responsibility to dispose all materials after dismantling.
- Any charges incurred for waste removal will be sent to the exhibitor.

Please do not leave any visible valuable articles at your stand.

In addition, please consider hiring extra security for your Booth before/ after Exhibition Operating hours in case you have valuable stuff in your booths.

To ensure the smooth and efficient installation and dismantling of your booth, Expo Sale has been nominated as the **official stand contractor** for WCP 2025 Congress.

Shell Scheme which has been **pre-booked with Kenes** includes the following:

- Shell Scheme Panels – **Panel Size 1m (w) x 2,5m (h)** <if you order graphics, the dimensions are: 1m (w) x 2.48m (h) + 10 mm bleeds>
- Company name on Fascia board printed in standard lettering and booth number
- 1 spot light per 3 sqm (**no power included**)
- Carpet (dark blue color)

Booth Package does not include:

- Furniture
- Electricity / power
- Stand cleaning



Electricity, furniture, graphics, and other products and supporting services can be ordered via the **Exhibitor Order Form** (click [here](#))

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

Fascia Sign

Letters will be printed in black, on a white background.

Please submit lettering for fascia via the Exhibitor's Portal by **Monday, September 15th**

You can submit your design/Facia on the Exhibitors' Portal: <https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

If the text for your fascia is not received by this date, we will provide you with a **fascia title as per your application form.**

If you wish to print your logo on the board, instead of your company name or in addition to the name, this can be ordered at additional cost via the official contractor.

Technical Information and Regulations for Shell Schemes Booths

- All basic shell scheme booth will be designed and built by **Expo Sale** – the official stand contractor.

- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Friday, September 5th**.
- No free-standing stand-fitting or display(s) may exceed a height of **2,5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying **a booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Friday, September 5th** – it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Shell scheme booths include carpet (dark blue). Please use the webshop if you wish to order other color for the carpet.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact **Expo Sale** – the official stand contractor – as per published deadlines (see section “Deadlines & Key dates”).

Space Only Booths

Exhibitors using independent contractors are required to submit the following, by **Friday, September 5th** for the organizer approval:

1. **A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.**
2. **Mark on the drawing where the electrical connection(s) is needed**
3. **The name and contact details of their construction company.**

Please submit the files through the Kenes Exhibitor's Portal: <https://exhibitorportal.kenes.com> Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

Deadline: Friday, September 5th

Driving prohibitions: Trucks of a total gross weight of **more than 7500 kg** are **not allowed** to drive in the Czech Republic on Saturday 15:00 – 20:00 and on Sunday 00:00 – 22:00.

Important: The exhibition area has **pillars** in different locations. Please identify in the Floorplan, or as the Exhibition Manager if you have any **pillar near your booth**, so you can adapt your booth design, if needed.

The dimensions of the pillars are: **45 x 45 cm**.

Any column of the Foyer lying within the stand may be covered **without causing any damage** and in compliance with accepted height regulations. Fire extinguishing equipment and sensor system **must not be covered**.

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideways walls will not be approved. You are only allowed to build walls that covers third of each side.**
- **Island booths should be partly accessible on all “open” sides. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle is allowed but max 1/3 of side to side may be covered. Construction finish must be perfect in all the stand’s visible areas, including rear sides.**
- Please note that if your booth has a platform/raised floor, you are required to **provide a ramp or sloped edging around the entire booth** to ensure access for people with disabilities.

The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible to avoid trip hazard. Advertising on the boundary with other stands is prohibited.

***For your reference, see below an image showing sloped edging.*



Raised floor (4cm) with sloping edges,
finished with wooden laminate.

- **Multilevel** structures are **not permitted**.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Screens or any kind of equipment to be shown or demonstrated may **not** be placed **directly on the edge** of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- Coffee bars or other F&B-stations have to be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- The maximum building height for the top of all elements is: **2,5m for all the booths, except #01B, 2, 3, 4 and 5 that can have up to 3,5 meters**. This limitation is due to the unequal ceiling height in different parts of the hall.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- **Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.**

- **Any part facing neighboring stands that is above 2.50 m in height needs to be designed with neutral white surfaces.**
- **Ceiling Rigging is NOT permitted.**

Kindly note:

- The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organizers.**
- The used spaces must be returned to the PCC completely clear of all items and the Exhibition areas restored to their **original state**.
- We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact the PCC to coordinate a visit.

Electricity and Electrical Installations for “Space Only” booths

According to the regulations, the electrical installations for the Exhibition will only be connected to the power supply after being checked and approved by the venue.

Expo Sale, the General Contractor, is the only company allowed to connect any kind of device directly to the main power sources.

Please refer to the **Exhibitor Order Form** to order electricity according to the power needs.

- Electrical switchboards provided by the venue cannot be manipulated, adjusted, or damaged. The cost of a damaged Electrical box will be charge to the company who has ordered it.
- PCC (venue) staff is authorized to unplug the whole booth electrical installation if they detected that it is not properly done, with a possible danger.

Please note the following:

- **Electricity supply from the neighboring stand is not allowed!**
- The positions of electricity outlets depend on consumption: some are on the floor, while others are on the ceiling
- It is compulsory the use of plastic protector to hide electrical cables (at the exhibitors' expense).
- Electrical extensions ordered apart, will be supplied next to the electrical box and the exhibitor/ stand builder will have to place them where needed.

The PCC (venue) provides electric service in the Exhibition area during the official exhibition times only. Supplies will be switched-on 30 minutes before opening and switched-off 15 minutes after Exhibition closed every day.

At the end of the day, we recomend the Booth manager to also check before leaving the venue that the booth spotlights are switched off – for security and ecologic reasons. The PCC won't be liable for any damages caused from this action.

In case that the stand builder brings their own electrical switchboard (it has to be connected to the

PCC switchboard), it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day. In case you need **24h electrical connection** for some devices (excluding booth general light), please inform the Exhibition Manager at: ogiurgiu@kenes.com

Note: a second electrical switchboard will have to be ordered. Booth manager will have to make sure the general lights are turned off.

Important:

Czech sockets for 230V / 16A are not compatible with Schuko (system of 230V sockets and connectors used in Germany and many other European countries, which is not compatible with the venue's system that is used in Slovakia, Czech Republic, Poland, France and Belgium). Adapters are required (for phase 1 up to 16A). For other types of connectors than the Czech ones, do not forget to bring adapters, as they will not be available on site. 3-phase adapters are not available, therefore exhibitors must bring them in.

Booth Cleaning

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

For ordering daily stand cleaning, please [click here](#) (*you need to register first*).

Any company cannot clean the venue facilities surfaces, to avoid any damage.

Internet & Wi-Fi

You can order wired internet and Wi-Fi by [clicking here](#) (**you need to register first*)

Important:

Please be advised the Private Wi-Fi networks installations in the stand is not allowed. The Venue and the organizers reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.

The Venue and the organizers must be informed in advance when the stand has a platform, as well as the scheduled set-up day and time, due to the internet foundation.

Complimentary Wi-Fi will be provided by the Congress during official Congress days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking emails.

Should you have any internet-based feature/device/activity at your stand (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your stand (wireless or wired connection) to guarantee a consistent internet connection. Note: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

Security

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

whether inside or outside the exhibition area.

Neither the PCC nor the organizers can accept responsibility for the security of the stands and their contents. The PCC as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their stand and equipment.

If you wish to hire security for your stand, please contact lucie.kreckova@praguecc.cz

Booth Catering

If you wish to order Food & Beverages for your booth, please contact the provider at:

jitka.zahradkova@zatisigroup.cz

If you would like to bring any coffee machine or barista, please contact **the Exhibition Manager at ogiurgiu@kenes.com**

Important:

- It is not allowed to enter any kind of Food & Beverages from outside the venue.
- **Coffee machine or barista own service, needs to be approved by the Exhibition Manager (ogiurgiu@kenes.com) together with the stand design.**
- The venue reserves itself the right to add a charge for the entry of any F&B products not supplied by the official provider (authorization is necessary from the venue)
- The exhibitor must consider the space available on the booth to store and display the requested deliveries.

In case to have any other doubt about F&B please contact the Exhibition Manager at:

ogiurgiu@kenes.com , to avoid misunderstandings once the event started.

Waste Removal

For ordering waste removal please contact the Exhibitor Manager at: ogiurgiu@kenes.com

Storage

The PCC has no storage facilities. Short-term storage of materials left over after assembly (empty boxes, crates, cases, palletes etc.) should be coordinated with Merkur team (payable service).

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

Please contact Merkur with information on sizes and number of parcels, size, and storage period. **E-mail: ian.heiringhoff@merkur-expo.com**

Shipments sent directly to the venue prior to the set-up period, will be refused by the venue.

Once the event & dismantling are over, the PCC shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the PCC takes care of the removal of these items,

it will be **charged to the exhibitor**.

Traffic Regulations

To ensure that traffic flows smoothly during the construction and dismantling periods as well as during the event itself, the rules for regulating and directing traffic as well as the instructions of PCC's traffic supervisors/security personnel must be strictly observed.

Parking of Trucks: The parking of trucks can be arranged by the official freight forwarder: Merkur. No truck parking is available in the Prague Congress Centre. Deposits are collected from truck drivers that are temporally parking at the loading bay during unloading.

Vehicle up to 3.5 t – deposit 1000 CZK or 50 EUR for 1 hour

Vehicle over 3.5 t – deposit 2000 CZK or 100 EUR for a period of 1.5 hours

The deposit will be returned provided that loading/unloading is done within the time limit. The parking fee for each subsequent hour is 500 CZK.

Access to the exhibition area

The delivery and removal of materials and goods for the exhibition stands is allowed only by the official freight forwarder: **Merkur**.

Important note: companies which are bringing their own goods should contact Merkur to coordinate their arrival and the use of the loading bay, the service entrance and the lifts.

Access for Deliveries

Please be advised that neither the Organizers nor the PCC can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Please refer to the Shipping Instructions for the deliveries address and deadlines.

As a courtesy to the delegates and exhibitors, deliveries or the removal of any equipment to or from stands must be made 30 minutes before or after exhibition opening hours.

It is recommended that all contractors, drivers and exhibitors bring their own trolleys to transport goods to and from their stand.

Accommodation

Kenes International is offering exhibitors specially reduced rates for various hotels around the **Congress** venue. Information, pictures, location and rates are available on the hotel accommodation page: [WCP25 – Kenes Group](#)

For **group booking** (10 rooms and more) please contact Ms Anna Ivanova at: aivanova@kenes.com. Different payment and cancellation conditions apply. Loading and Unloading must be coordinated with **MERKUR Expo Logistics GmbH**. Please contact Ian Heiringhoff at: ian.heiringhoff@merkur-expo.com

All staff working on the loading bay has to wear a **safety vest**. You can use your own vests or borrow it at the loading bay entrance (for a deposit 100 CZK per 1 vest).

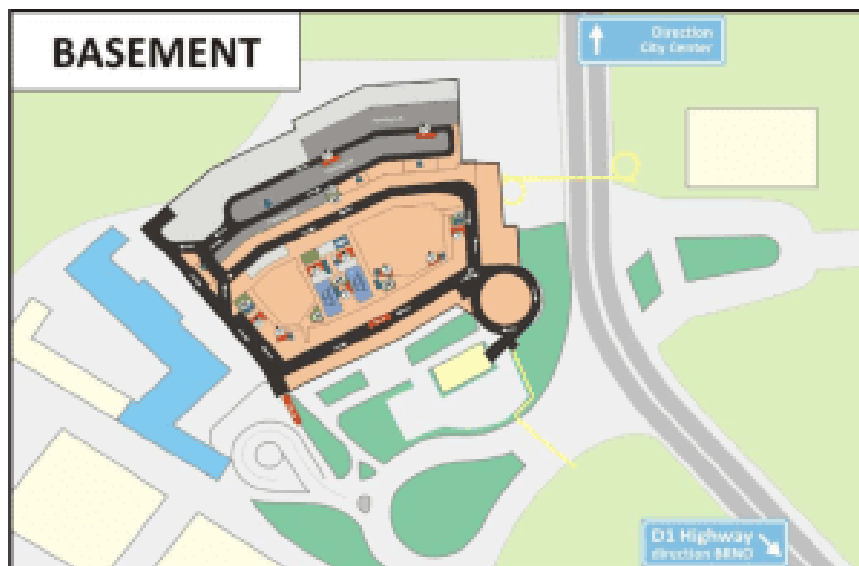
Driving prohibitions: Trucks of a total gross weight of **more than 7500 kg** are **not allowed** to drive in the Czech Republic on Saturday 15:00 – 20:00 and on Sunday 00:00 – 22:00.

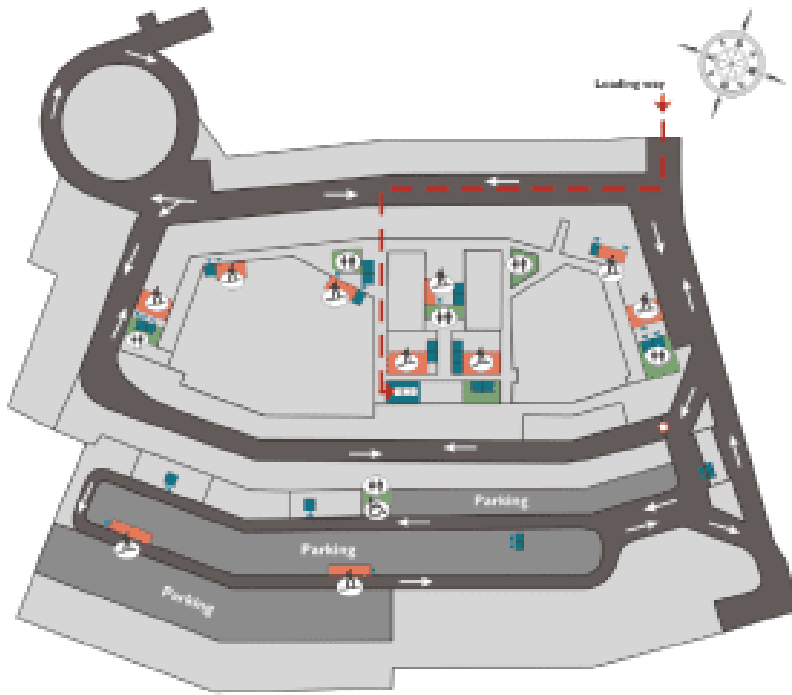
Loading bay: has limiting dimension of: **width 2m, height 2m**.

Freight Elevators: Two freight elevators are available to access the exhibition areas:

	Lift K	Lift G
Depth:	5 m	2,85 m
Width:	2,40 m	2 m
Height:	2,50 m	2,40 m
Max. load:	5000 kg	2000 kg

Goods Entrance for Trucks





Trucks driving into the basement of the PCC through gate number 3 to the passage leading to the lifts may not exceed the following measurements and weight (for vehicles with dimensions up to the limits stated below, unloading point **TIR A** is possible, please see basement map for details):

- height: max 3,3 meters
- width: max 3,5 meters
- length: max 10 meters
- total weight of truck + cargo: max 10 tons

Trucks with measurements exceeding the above stated measurements need to park temporarily and unload at the truck point in front of the loading bay – point **TIR B** (please see basement plan for details).

Please contact **MERKUR Expo Logistics GmbH** (the exclusive agent for move in and move out), to coordinate the arrival of the trucks, as **unloading space is limited**.

To ensure that traffic movement is as smooth and trouble free as possible, exhibitors will be allocated a time at which to unload. It is imperative that unloading times are strictly adhered to and that vehicles are removed as soon as unloading is complete.

Parking during unloading is limited for short time only. All vehicles must be moved after unloading. **Rules and Regulations –Binding for all exhibitors and their subcontractors**

Animals

It is not permitted to bring animals into the venue.

Blackout Policy

WCP kindly requests that all Congress supporters (sponsors, exhibitors, special interest groups and other stakeholders) respect the WCP blackout policy and refrain from holding organized meetings or

events during the annual meeting scientific programme.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Exhibitors and contractors are required to wear the necessary **personal protective equipment** (PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly forbidden.

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers.

Children

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars...) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the WTC in removing this property will be charged to the exhibitor.

Fire Regulations

- Booth material and fittings must be non-flammable or impregnated with fire-retardant chemicals. (at least DIN4102 B1 or EN13501-1 A2/B/C -s3 d2)

- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage paint liquids, gas or other inflammable substances in the booth space is forbidden.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers or the PCC.
- All escape routes must be kept free at all times, not blocked by any objects which could hinder possible evacuation, and must have a minimal passage width of 2 m between the rows of stands if these form a continuous line/s/. Between the sides of individual stands, a proper access to these stands, i.e. to each one separately, must be secured, with minimal spacing of 85 cm
- Individual profiles of escape routes and exits, electricity distribution boxes, main switches, and media seals (gas, electricity, water etc.) must not be blocked or narrowed. The same rule applies to all facilities for provision of fire protection, i.e. fire extinguishers, fire hydrants, electric fire alarm sensors (EPS), heads of stationary extinguishing systems (sprinklers)
- Should the stand position be located close to glass surfaces of the building perimeter, it is necessary to keep to so-called fire dividing zone with the minimum distance of 150 cm from the glass surfaces. No flammable or fire-supporting material may be located close to glass area of the outer surface of the building. This area must be kept free at all times; no material is to be stored therein.
- All event organizers are obliged to supply fire-technical characteristics (FTCH) of all used, exhibited, sold, stored and used substances, items and goods, etc.
- Within all premises of the PCC it is generally prohibited to use, store, or handle in any way flammable or fire-supporting substances or liquids, bottled-gas burners, cookers and portable heating (both gas and electric), as well as pressure tanks (bottles) filled with propane-butane or other compressed technical gases.
- The lessee is obliged to ensure that the maximum number of persons in individual rooms/areas is not exceeded, with regard to evacuation capacity possibilities.
- Motor vehicles equipped with permanent or alternative drive using compressed natural gas or propane-butane /PB/ must not park in the underground garages of the PCC.
- Provision of fireproof finishing must be documented by respective certificates; these must be deposited with the PCC fire technician, as a part of the event documentation.
- All welding and cutting works, either using welding sets (gas, oxygen), or using electricity (resistance welding), or using electric grinding saw etc., are subject to the obligations stipulated by the Home Office of the Czech Republic, Order No. 87/2000 Coll., and it is necessary to obtain a welding permit for them, including specification of particular conditions for provision of fire- protection in the given area of the PCC. This permit is issued, and particular conditions of fire-protection provision are stipulated by the PCC fire technician or the commander of the PCC fire brigade. At the same time, it is necessary to report such works in advance to the venue / Exhibition Agent.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Smoke

It is not permitted the operation of any machine in the exhibition that emanate fumes, gases or steam, or any item or device that generates or contains flame.

Heavy Weight Element / Large Machinery

In case the exhibitor/stand builder brings large machinery, any kind of heavy weight element or structure inside the exhibition area it is mandatory that the PCC will be provided with a detailed project describing the unload procedure inside the exhibition area:

- Exhibition access used
- Transportation used to bring the element inside the PCC and weight
- Plan for weight distribution (number of platforms, dimensions, and weight resistance)
- Forklifts, cranes, or any other machinery used for the unloading / uploading of the element.
How the element is going to be unloaded and how is going to be brought inside the exhibition area.

Once the PCC has the complete information, the unloading of the element will be approved or rejected.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the WTC are not allowed.

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organizers nor the PCC, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the PCC or any part thereof in any manner whatsoever.

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company.
Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the WTC cannot accept liability for loss of or damage to private property or goods.
- Neither the WTC nor the organizers can accept responsibility for the security of the booths and their contents. The PCC as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.

- Please consider hiring extra security for your booth if needed. This can be done via **the PCC** service order form.

Personal Transportation Vehicles

Bikes, skates, electric scooter and any personal transport by wheels are not permitted inside the building.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are allowed to film on their own booth, staff and material, but all equipment and camera crew must stay within the exhibition booth. Filming of other exhibitors and their materials, Congress features, or any sessions is expressly forbidden unless permission has been given by the exhibitor or the organizer respectively.
- The photographing of booths is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of his/her own stand and can avoid inclusion of neighboring booths. Photography during the opening times of the exhibition of all aspects of the event is allowable in all instances except in cases where the photographer or photography equipment would cause an obstruction or danger to delegates / staff visiting or working in the exhibition hall.

Smoking Policy

The **PCC** operates a **NO SMOKING** policy in ALL halls.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the booths. No permission will be given for projection in the aisles or on the walls of the hall.

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- In case that exhibitors wish to leave any kind of waste material during set-up/dismantling, they should order a waste container in advance.
- Any discarded waste, including promotional material, left behind will be removed by the **PCC** and/or the organizers at the **expense of the exhibitor concerned**.

The PCC reserves the right to access inside the booth in order to check the compliance with the PCC regulations.

At all times you must consider the staff's logistics of PCC indications.

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

IMPORTANT:

Exhibitors must comply with the technical guidelines including operation, fire safety, construction and other security regulations.

These technical guidelines are contractually binding and are to be followed by the Organizers and exhibitors including the exhibition service and stand construction companies commissioned by them to perform work on site.

Shipping Instructions

The shipping instructions include the following information:

- **Shipping Instructions - [click here](#)**
- **Labels, Order forms, Tariff - [click here](#)**

Merkur has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons, Merkur is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

All cargo should be insured from point of origin.

Please Note: All advance shipments and deliveries to the Merkur warehouse, including by courier, must be coordinated with Merkur.

Contact information:

Mr. Ian Heiringhoff

Email: ian.heiringhoff@merkur-expo.com

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