



New Routes for General Practice and Family Medicine
2-5 July

19th WONCA
Europe
Conference



2014 • LISBON • PORTUGAL
WONCA

WONCA EXHIBITOR MANUAL

TABLE OF CONTENTS

WELCOME TO THE 19th WONCA EUROPE CONFERENCE

1. GENERAL INFORMATION	4
2. TECHNICAL INFORMATION	8
3. TERMS AND CONDITIONS/GUIDELINES FOR EXHIBITORS	10
4. STAND SPECIFICATIONS	11
5. PROMOTIONAL OPPORTUNITIES	12
6. ORDER FORMS: STAND EQUIPMENT & SERVICES	13
7. ORDER FORM LIST & IMPORTANT DEADLINES	14

Dear Exhibitor,

We would like to thank you for your interest in participating in the **19th WONCA Europe Conference** taking place at the Lisboa Congress Centre, from Wednesday, 2 to Saturday, 5 July 2014.

The Conference represents a unique opportunity to meet with professionals and researchers in the area of General Practice and Family Medicine.

Under the theme "New Routes for General Practice and Family Medicine" the Portuguese Association of General Practice and Family Medicine- APMGF - is preparing a conference to explore the new trends of the specialty.

Please find below the Exhibition and Sponsor Manual including all technical and organizational information for your guidance when preparing for your participation in the Exhibition.

We kindly ask you to review the entire Manual closely, it includes all necessary order forms and documents needed to prepare a successful exhibition.

The exhibition will take place in a focal area of the Lisboa Congress Centre and be permanent for the duration of the congress.

We look forward to welcoming you to Lisboa,

19th WONCA Europe Conference and Exhibition secretariat

Leading Your Congress Organiser

Rua Diogo de Couto 1-B | 2795-116 Linda-a-velha | Portugal

e-mail: wonca2014exhibition@leading.pt

Tel: +351 21 771 26 34

1. GENERAL INFORMATION

1a) Accommodation

Exhibitors wishing to book accommodation should contact the congress secretariat at registration.wonca2014@leading.pt responsible for managing all bookings for 19th Wonca Europe Conference.

1b) Animals

It is strictly forbidden to bring animals into the exhibition hall without prior authorization.

1c) ATM, Banks, Currency and Credit Cards

There are two ATM's located in the Congress Centre building dispensing Euros.

Official opening hours of banks in Lisbon are generally from 0830-1500, Monday to Friday. The bank at the airport is open 24 hours a day, 7 days a week.

The Portuguese currency is Euro(€). Foreign currency exchange is available at the airport and in the main hotels. Most hotels, restaurants and shops accept international credit cards.

1d) Exhibition Set Up

Exhibition Dates

Set up dates: Tuesday, 1 July (08h00 – 19h00)
Wednesday, 2 July (08h00 – 11h00)

Exhibition stands must be open for viewing with company staff present during the Exhibition opening hours. Build up/dismantling will not be permitted during the Exhibition opening hours listed below.

Exhibition opening hours during the Conference:

Wednesday, 2 July	14h00 - 19h30
Thursday, 3 July	09h00 - 18h30
Friday, 4 July	09h00 - 18h30
Saturday, 5 July	08h30 - 13h30

Dismounting date: Saturday, 5 July (14h00 - 18h30)

Exhibitors are not permitted to remove exhibits or commence dismantling booths before 14h00 on Saturday 05 July 2014.

All exhibits, stand fitting and display of materials must be on 05 July, unless additional time has been approved in advance by the Organizers. Exhibitors will be charged for unauthorized use of additional time and for the disposal of any materials remaining in the halls after this time including any extra venue hire costs.

1e) Catering Services

Catering services are available during build-up, breakdown and the opening hours of the exhibition. If you wish to order catering services for your booth, please refer to the **Catering Services Order Form** and return it to the Congress secretariat.

Build-up and Breakdown: Coffee, tea, refreshments, light snacks and sandwiches during build-up and breakdown will be available on a cash-only basis at the Bar in Pavilion 1. Additionally lunch service is available at the nearby self-service restaurant of the Lisbon Metropolitan Orchestra.

1f) Children

It is strictly forbidden to bring children into the Exhibition hall at any time. Neither the Lisbon Congress Centre nor the Organizers have adequate insurance cover to protect children whilst in the Exhibition Hall or congress areas.

1g) Cloakroom

A manned cloakroom will be open during the opening hours of the Congress.

1h) Facilities for Exhibitors with special needs

Exhibitors with special needs are kindly requested to contact the Congress organizers via email wonca2014exhibition@leading.pt

1i) Exhibition Desk

The Organizers will provide an Exhibitor Support Desk situated in the main entrance foyer during build-up, breakdown and exhibition opening hours.

All exhibition enquiries should be directed to this Desk. Messages for exhibitors may also be left at the Desk.

1j) Exhibitor Badges

For security reasons, exhibitor staff must wear the name badges at all times.

Please order your exhibitor badges using the **Order form IV** (Exhibitor Name Badges/Contractors Badges).

The deadline for providing all names is 10 June 2014.

After this date no name changes will be accepted. Badges will not be mailed in advance. They should be collected from the Exhibition Desk upon arrival.

The number of free exhibitor badges depends on the Exhibition Space. Please refer to your Exhibition contract for details. Exhibitor badges permit access to the exhibition only. Additional badges will be charges at **EUR 100**.

1k) Exhibitor Parking

Parking spaces are available at a cost per day for Exhibitors. Please use the **Order Form II** (Electricity and other services) and return this to the Congress organizer **NO LATER THAN 10 June 2014**.

1l) First Aid/Emergency

A fully equipped first aid room is located in the Congress Centre (Pavilion 1).

Should you require first aid assistance, please contact the registration desk or any uniformed member of the Congress staff.

Pharmacies are generally open from 09:00-18:00 (weekdays) and 09:00-13:00 (Saturdays).

1m) Hospitality Functions

The Organizers request that they be notified of any hospitality functions that exhibitors may be organizing for delegates and their guests during the Congress. The Organizers will maintain a master schedule of such events in order to be able to answer delegate queries effectively.

1n) Insurance

Exhibitors are reminded of the requirements for Public Liability and insurance of exhibits. The exhibitor shall provide, at the request of the Organizers, satisfactory evidence that an adequate insurance is in force. Exhibitors are responsible for insuring against liability incurred in respect of injury or damage to property belonging to third parties. Additionally, exhibitors are advised to protect their expenditure against abandonment and cancellation or curtailment of the event.

1o) Industry Relations

It is recommended that all exhibitors, their contractors and sub-contractors within the exhibition halls conduct their industry relations in accordance with good practice. Any person carrying out work contrary to the requirements of Lisbon Congress Centre and the regulations of other competent local authorities will be required to stop work immediately and may be directed to leave the exhibition hall and the Congress Centre.

1p) Internet Access/W-LAN

If you wish to order Internet access at your stand, please complete the **Order Form III** (Audio visuals & IT Services) and return this to the Congress Organizer **NO LATER THAN 10 June 2014**.

1q) Congress Programme

For full details regarding the Congress programme, including registration information, click [HERE](#)

1r) Post Office and Shopping

There is a Post Office close to the Congress Centre.

Shops are generally open from 09:00-13:00 and 15:00-19:00 on weekdays and until 13:00 on Saturdays. There are, however, a number of shopping centres in Lisbon which remain open until 23:00/24:00.

1s) Public Telephones

Public Telephones are located at the main entrance of the Congress Centre (Foyer C), next to the ATM machine.

1t) Registration of Exhibition staff

Exhibition staff are requested to report to the Exhibition Desk upon arrival at the congress centre and to collect an exhibitor pack.

- Exhibitor badge
- One congress bag per stand

1u) Security

For security reasons, identification badges must be worn at all times. No admission whatsoever will be given to unauthorized persons. General security will be provided during Exhibition opening hours, however, we strongly recommend that items of value are locked away when the Exhibition is closed.

Exhibitors wishing to book additional overnight guards for their stands should contact the Congress Organizer.

1v) Signage

Directional signage for both the scientific sessions and the exhibition will be provided by the Organizers. **Exhibitors are strictly prohibited to erect their own signage or posters anywhere within the exhibition halls and the meeting areas, other than on their own stands.**

All signage within stand areas must be approved by the Organizers in advance.

1w) Smoking Policy

Smoking is strictly prohibited in the foyers of the Congress Centre, in the Exhibition halls, the Auditoria and the Meeting rooms.

1x) Travelling to the Lisbon Congress Centre

The Lisboa Congress Centre is located in the heart of Lisbon, in an area easily accessible by bus, tram and taxi and about 15 minutes from the airport.

By air:

Lisboa International Airport is 7km from the city centre and operates daily flights to and from major cities worldwide. Approximate flight times to Lisbon:

3 hours 10 minutes from LONDON

12 hours from LOS ANGELES

2 hours 45 minutes from AMSTERDAM

9 hours 30 minutes from TORONTO

3 hours from FRANKFURT

22 hours 30 minutes from SYDNEY

6 hours 45 minutes from NEW YORK

Lisboa Airport has two terminals. Terminal 1 is for International Departures and International and Domestic Arrivals. Terminal 2 is for Domestic Departures only. Terminal 2 connects Lisbon to Faro, Oporto, Bragança, Vila Real, Madeira and Azores.

Aerobus - Nº 91 operates a regular service from the Airport to the City centre. The time table runs from 07:45 until 20:15 every 20 minutes.

Please see <http://www.ana.pt/portal/page/portal/ANA/> for further details.

By public transport:

(for further details including timetables, please refer to the Public Transportation link on the Lisbon Congress Centre website www.lisboacc.pt)

By car:

The Congress Centre is located via the Avenida da Índia. There is public car parking directly in front of the Congress Centre. Please refer to the access map below for further information:

By Bus / Tram

Tram 15 Algés / Praça da Figueira

Bus 756 Olaias / Praça das Indústrias

Tram 728 Portela / Restelo

Bus 732 Hospital de Santa Maria/Caselas

Bus 727 Restelo / Est. Roma Areeiro

Contacts: Rede Expresso - +351 213 544 539; Carris - +351 213 613 000

By train

Call Center - From 07:00 to 23:00

National Calls - 808 208 208 International Calls - +351 213 185 990

<http://www.cp.pt/cp/>

By Underground

Lisbon Metropolitan:

Call center - 213 500 115

General - 213 558 457

By taxi:

Taxis in Lisbon can be ordered by phone, hailed in the street or found at authorized taxi ranks in town, at the airport and at main stations.

Normal urban taxi fare is €2 + 0.40 per km (0.80 per km via telephone booking). Nights, weekends and holidays - €2.50 + 0.40 per km (€0.80 per km via telephone booking).

1y) VAT Refunds

Exhibitors are responsible for the payment of all rates, taxes and duties in respect of their Stand. VAT numbers are required from all Exhibitors within the European Union. Customers are liable to account for output VAT under articles 2 & 6 of the Portuguese VAT Law.

1z) Venue

The 19th WONCA Europe Conference will be held at the Lisbon Congress Centre (CCL). For further information regarding the venue and location details, please click [here](#).

2. TECHNICAL INFORMATION

2a) Freight Forwarding, Access

Exhibitors may use their own freight forwarding agencies for both delivery and collection of exhibition freight, however **RN Trans** (fairs@rntrans.pt) is appointed the official on-site handling contractor and is the only company allowed to operate within the venue.

Due to limited access, deliveries/collection will be organized by the official on-site handling contractor **RN Trans**.

RN Trans as nominated freight forwarder can offer via their network of worldwide agencies complete door to stand exhibition shipping.

RNTRANS www.rntrans.pt

Tel. (+351) 213 246 207 Fax (+351) 213 246 211 Tlm. (+351) 968 036 291

Arriving goods will be received and unloaded at the Lisbon Congress Centre precinct area as per the schedule circulated to the exhibitors in advance. Goods arriving before the official build up date will be unloaded at the advance receiving warehouse. The cost of this will be debited to the exhibitor concerned.

In order to minimize any such costs, exhibitors are strongly advised to co-ordinate all transportation in advance with the appointed on-site handling agent.

Deliveries By Courier

Exhibitors choosing to use their own external drivers/courier agencies should be aware that they will not be permitted to clear customs and deliver goods to their stand area(s) at CCL.

They will only be permitted to deliver to the advance warehouse. Please refer to the shipping guidelines from RN Trans regarding courier shipments arriving DDP or DDU.

All consignments must be sent on freight prepaid terms.

2b) Contractor Passes

Contractor passes are compulsory and exhibitors are therefore requested to ensure that their drivers/contractors collect the relevant pass from the Exhibition Desk on arrival. Contractor passes must be worn at all times during build-up and breakdown. Please note that deliveries should only be made once the build-up has started and exhibiting company staff are available to sign for them.

2c) Customs

It is the sole responsibility of the Exhibitor to ensure the products and materials they will be exhibiting are lawfully brought into Portugal and used and displayed only in accordance with the terms and conditions governing the entry of the products and materials into Portugal and the use of such materials in Portugal.

Booth fitting material and exhibits can be imported duty-free on a temporary basis against either an ATA carnet or a Customs Bond which **RN Trans** can supply against payment of a bond fee. Printed matter such as catalogues for free distribution at the show can be imported duty-free. This also refers to CD-ROM catalogues.

However, give-aways such as pens, lighters, T-shirts, etc. are subject to the payment of duties and VAT as is any kind of foodstuff or alcoholic beverage.

Therefore, it is advisable to contact **RN Trans** before shipping such goods in order to obtain precise details about the charges you will have to pay.

Documentation

Commercial invoices and packing lists (they can be combined on one document) 5-fold, indicating quantity and nature of goods, gross and net weight and value for each item shipped, as well as weight and dimensions of each package in the shipment. A separate invoice is to be made out for printed matters and giveaways.

2d) On-Site Handling, Storage and Return Transportation

Lifting and mechanical handling in the Exhibition Halls and service area **MUST** be carried out by the official on-site handling agent **RN Trans**, who will also be able to assist with the storage of exhibition freight if required.

RN Trans will have exhibition staff on site to provide assistance as required. Please note that only employees or agents of the appointed agent **RN Trans** are permitted to operate lifting machinery.

Empties

Empties must be removed from the stand as promptly as possible, at the latest on the day prior to the opening day and stored at the exhibitor's risk. After the event, they will be returned to the stand(s). Please allow sufficient time for return delivery to your stand and ensure that all empties are labeled with your company name and booth number. Labels for empties can be provided by the official agent.

Goods transportation during the exhibition

During the exhibition only lightweight goods may be taken into the Exhibition Halls and transportation must take place one hour before the exhibition opens.

Storage

Limited shared storage space for smaller items and consumables is available at the congress centre Special storage for larger items and can be rented from the official site-agent **RN Trans**.

It is strictly forbidden to place anything in the aisles outside your stand area, thereby blocking the access route for other transportation. The Organizers retain the right to remove and store all packaging remaining in the aisles, at the expense of the exhibitor.

Dismantling and Return Transport

Dismantling will commence directly after the closing of the Exhibition and is limited to the exhibitor's stand area until stored goods and/or empty packaging materials have been delivered. After such time, the exhibitor's own vehicle(s) is/are permitted to access the precinct area and as per the organizers' marshalling schedule.

Goods left in the halls once the official dismantling time is over, will be removed to storage at the expense of the exhibitor. Goods which have not been collected after the end of the official dismantling period will be removed at the expense of the exhibitor to the **RN Trans** storage area. Unidentified and unmarked goods left in the Exhibition halls after the end of dismantling, will be disposed of. Return transport can be organized by the official on-site freight handling agency.

3. TERMS AND CONDITIONS/GUIDELINES FOR EXHIBITORS

3a) Lisbon Congress Centre Regulations

The venue, Lisbon Congress Centre, requires that their **Specific Rules for Fairs, Exhibitions and Other Events** be strictly adhered to at all times. Please ensure that all your stand personnel and contractors are fully aware of the content of this document:

[AIP Specific Rules for Fairs, Exhibitions and Other Events.pdf](#)

4. STAND SPECIFICATIONS

Exhibitors have the option to choose either a 'space only' or a 'shell scheme stand'.

4a) Shell Scheme Specification

Shell scheme is compulsory for stands that are located adjacent to other stands. All In-line stands will be provided with shell scheme unless stated otherwise. Stands must respect a general height of 2,5m.

Stands that exceeds the 2,5m height (only possible in Pavilion 2) must be submitted to the appreciation of the CCL Technical Department at least 20 days before the date set for beginning assembly. This department must be provided with duly marked blueprints, vertical projections and sectional drawings.

4b) Space Only Stands

Exhibitors taking space only stands, whether island or in-line/shared location, must submit a detailed stand design to the Organizers for approval as soon as possible and **NO LATER THAN 10 JUNE 2014**. The plan should contain the following information:

1. General layout of the booth including any special features; height; widths of gangways and position of exits; position of any temporary barriers and turnstiles, platforms, temporary covered walkways and storage areas.
2. Particulars of any special electrical, mechanical or heating apparatus including anything which might affect the general ventilation and any other apparatus involving special risk.
3. Particulars of the arrangement and position of any stand which is designed to use any exhibit which may affect personal safety. The use of flammable gas is not permitted without prior written permission from the Organizers.

Exhibitors are advised that wood, hardwood, plywood, multi-ply and chipboard materials used in stand displays must be at least 3.5mm thick. All materials used to install stands must be in accordance with local regulations (for further information, see [Lisbon Congress Centre Regulations](#)).

In-line/shared area in space only stands

It is the responsibility of exhibitors with in-line or shared locations to provide partition walls between themselves and their neighboring areas.

4c) Damage to Exhibition Buildings, Fixtures and Fittings

No painting is to be carried out in the exhibition hall. The fixing of display material to the shell scheme will be permitted only by the methods stipulated by the Organizers. No nails, screws, or other fixtures may be driven into any part of the exhibition building, including floors. Nor may any part of the exhibition building be damaged or disfigured in any way. Should any damage occur, the exhibitor responsible shall be liable for reparation charges incurred.

4d) Electricity

The electrical supply in the exhibition hall is:

Standard Single Phase 230v 50 Hz

Three Phase 400v 50 Hz

24 hour supply only available on request

Space Only exhibitors should provide the venue with their **Stand plan** indicating the preferred positioning of the electrical equipment ordered. Failure to comply will result in the equipment being positioned at the discretion of the venue. **Exhibitors must provide their own adaptors for Portuguese sockets.**

4e) Safety of Exhibits & Displays

Machines with moving parts, hot surfaces, points or sharp edges must either be fitted with appropriately anchored screens or casings, or, as a minimum requirement, set 1m back from the gangways. When these machines are on display, an area must be cordoned off to ensure that all dangerous parts are out of reach of the public. If machines with hydraulic jacks are displayed with the jack fully extended, a mechanical device must be fitted in addition to the hydraulic safety devices on the jack, to prevent accidental collapse. All machines must be stabilized to prevent them from overturning.

4f) Special/Hazardous Displays

Special displays, such as lasers, or potentially dangerous exhibits involving substances of an explosive or objectionable nature (including X-ray machines) must be approved by the Organizers in writing and may incur additional charges.

4g) Fire Precautions

In accordance with local regulations, all materials used in constructional work, displays etc., must be effectively fire-proofed to minimum M2 European standard. Counter backs and curtains must be cut off at least 150 mm clear of the floor. Packing materials, litter and the like must be removed from the exhibition area and gangways. All emergency exits must remain clear and accessible. Exhibitors must comply with any instructions given by the Lisbon Congress Centre (CCL) and/or the Organizers to avoid risk. [AIP Specific Rules for Fairs, Exhibitions and Other Events.pdf](#).

4h) Oily/Dirty Exhibits

Oily or dirty exhibits are not permitted unless specifically approved by the Organizers prior to the Exhibition opening.

4i) Flooring and Floor loading

The floor in the exhibition Hall is made of granite. Exhibitors are responsible for the carpeting of their own stand areas. Care must be taken to avoid damaging the floor of the exhibition hall and exhibitors with sharp bottomed displays must provide adequate protection in this regard. Any reparation necessary at the end of the exhibition will be charged to the exhibitor concerned. Booths equipped with floors higher than 2cm on which visitors are permitted must include an access ramp with an 0.80m width and 2% - 8% slope integrated into the booth design. Such ramps **MUST** be contained within the booth area. **The Organizers require all stands to be covered with non-adhesive carpeting.**

5. PROMOTIONAL OPPORTUNITIES

VAT at legal rate (23%) will be added to all presented costs and must be paid as invoiced. The 19th WONCA Europe Conference organisers' reserves the right to increase presented costs of exhibition or partnership materials/services should VAT or any other official fee be imposed/alterd by law.

6. ORDER FORMS: STAND EQUIPMENT & SERVICES

Furniture & Decoration

Exhibitors wishing to order furniture for the stand should complete and return **Order form I** (Decoration and Furniture) **NO LATER THAN 10 JUNE 2014.**

Additional stand equipment such as leaflet displays and shelving can be ordered on the same form.

Electrical Supply

Electrical supply is **NOT** included in the cost of the booth and must be ordered directly from the venue. All mains and electrical work on booths and each connection to the hall supply must be carried out by the Lisbon Congress Centre. Exhibitors **MUST NOT** interfere with the hall's electrical supply in any way. Please note that the use of generators is not permitted.

Please complete and return **Order form II** (Electricity/Other Services) **NO LATER THAN 10 JUNE 2014.**

Audio-Visual Equipment and Computer Hire

Exhibitors wishing to order any audio-visual items such as video players, plasma screens, monitors or computers should complete **Order form III** (audiovisuals/IT) **NO LATER THAN 10 JUNE 2014.**

Exhibition Badges

If you require extra badges, please complete and return **Order form IV** (Exhibitor Badge) **NO LATER THAN 10 JUNE 2014.**

Hostess

If you require staff for your booth, please complete and return **Order form II** (other services; hostess/parking) **NO LATER THAN 10 JUNE 2014.**

Catering

Please use **Order form V** (catering) for any catering services you require in your stand during the exhibition.

Cleaning and Waste

Exhibitors requiring these services should complete and return the **Order form II** (other services; hostess/parking/cleaning) **NO LATER THAN 10 JUNE 2014**.

7. ORDER FORM LIST & IMPORTANT DEADLINE DATES

This table contains a list and the deadlines for the 19th Wonca Europe Conference exhibition order forms.

All forms must be submitted by the dates informed in the table below. Compulsory order forms are marked with an asterix*.

A 20% late order surcharge will be added to the cost of orders if the indicated deadline 10 June is not respected. Orders will only be handled upon receipt of full payment of the goods/services ordered.

Payment to be made in Euros by bank transfer or credit card.

ORDER FORM IDENTIFICATION	SEND TO	NO LATER THAN
Order form I (furniture/decoration)	wonca2014exhibition@leading.pt	10 JUNE 2014
Order form II (Electricity/ Cleaning/ Goods handling/Hostess)	wonca2014exhibition@leading.pt	10 JUNE 2014
Order form III (Audiovisuals/ IT Services)	wonca2014exhibition@leading.pt	10 JUNE 2014
Order form IV (Extra Exhibitor Badges)	wonca2014exhibition@leading.pt	10 JUNE 2014
Order form V (Catering)	wonca2014exhibition@leading.pt	10 JUNE 2014

IMPORTANT DEADLINES

Custom stand approval	wonca2014exhibition@leading.pt	30 MAY 2014
Conference Programme Advertisement	wonca2014exhibition@leading.pt	30 MAY 2014
Order forms	wonca2014exhibition@leading.pt	10 JUNE 2014

Delegate bag inserts	Delivered to the 19th WONCA Europe Conference secretariat c/o Leading Rua Diogo de Couto, 2799-537 Linda-a-Velha, Portugal Clearly identifying: Name of company / Congress bag inserts	20 JUNE 2014
Exhibitor names	wonca2014exhibition@leading.pt	20 JUNE 2014

CONGRESS & EXHIBITION DATES

Exhibition build-up	01/02 JULY 2014
Wonca Europe Conference (main scientific programme)	02-05 JULY 2014
Exhibition dismantling	05 JULY 2014