



ESTRO MEETS ASIA 2019

General Rules and Regulations for Exhibitors
Exhibitors Manual for ESTRO meets Asia 2019

ESTRO



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**For "shell schemes" please find the "Fascia Name Order Form" [here](#).*

❖ **Catering and Exhibitor Services**

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**An "Exhibitor Portal" link will be provided in September for all orders. Until then, all orders can be made via the order form [here](#).*

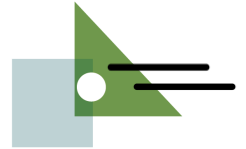
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KEY DATES (ESTRO MEETS ASIA)

Aspect	Dates	Description
Congress	6-8 December 2019	ESTRO Meets Asia
Registration	31 July 2019	Early Registration
	5 November 2019	Late Registration
Group Booking	1 week before deadline early or late registration	Submission group block (e.g. 30 tickets)
	22 November 2019	Submission individual names
Exhibition Booking	6 May 2019	Booking corporate gold members
	13 May 2019	Booking corporate members
	24 May 2019	Booking non-members
Exhibition	1 November 2019	Booth designs to be submitted to ESTRO
	4 November 2019	Notification of acceptance/request for modifications
	4-5 December 2019	Build-up
	6-8 December 2019	Opening
	8 December 2019	Dismantling (8 December 12:00-22:00)
Satellite Symposia	15 October 2019	Proposed program to be submitted to ESTRO
	18 October 2019	Notification of acceptance/request for modifications/rejection
	31 October 2019	Receipt of final program for inclusion in Program Book
Advertising	21 October 2019	Company Logo for inclusion in the app and program book
	21 October 2019	Advertisements for Program Book
	21 October 2019	Artwork for Onsite-Advertising



FORMS TO FILL FOR EXHIBITORS

Raw Space Booth Only

- Please read the [Regulations for RAW Space Exhibitors](#)
- Stand Builder Registration Form:
<https://www.estro.org/ESTRO/media/ESTRO/Congresses/Asia/ESTRO-Meets-Asia-2019-Outside-Contractor-Indemnity-Form.docx>

Shell Scheme Booths

- Fascia Name Order Form:
<https://estro.org/getmedia/b705ebc9-f25d-48a0-aa4e-85945de82fea/ESTRO-Meets-Asia-2019-Fascia-Form.pdf.aspx>

If Service Needed For:

- Electricity, Furniture, Graphics Printing Service, Audio visual Equipment Rental and Service Location Plan (for your orders) :
<https://estro.org/getmedia/dd4a19f5-1519-4541-8921-6d5cef467660/ESTRO-Meets-Asia-2019-Order-Forms.pdf.aspx>
- Catering:
<https://www.estro.org/ESTRO/media/ESTRO/Congresses/Asia/Exhibitor-Catering-Menu-ESTRO-2019.pdf>



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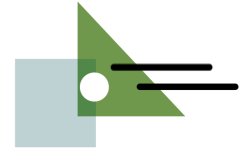
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General Rules and Regulations for Exhibitors

1. Introduction

The European Society for Radiotherapy and Oncology, hereinafter referred to as “ESTRO”, has established the following *ESTRO Rules and Regulations for Exhibitors*, hereinafter referred to as the “Rules and Regulations” to ensure compliance with laws, rules and contracts related to the participation of the Industry to the ESTRO meetings and conferences. These Rules and Regulations form a bona fide part of all contracts signed between the companies exhibiting, their staff and their subcontractors (hereinafter referred to as *Exhibitor*) and ESTRO. ESTRO reserves the sole right to render all interpretations, amend and enforce these rules and regulations, and to establish any and all further regulations not specifically covered below to assure the general success and wellbeing of the **ESTRO Meets ASIA** conference (hereinafter referred to as *Event*). All Exhibitors agree to abide by these regulations and any amendments or additions hereafter made by ESTRO.

2. Purpose

The purpose of the Event is to further ESTRO’s objectives by providing a supportive platform bringing together exhibition, educational and social networking opportunities.

3. Eligibility

ESTRO has the sole right to determine the final eligibility and qualification of any company, organisation, agency or product for inclusion in the exhibition hall. Only the “Exhibitor”, as identified on the space rental application and whose application has been written approved by ESTRO, may exhibit at the Event in the exhibition hall.

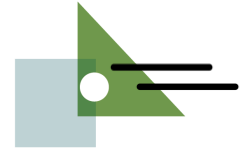
ESTRO reserves the right to refuse admittance of inappropriate or non-oncology related products or services to the exhibition unless they are deemed by ESTRO to add value to the overall conference experience for delegate. ESTRO’s decision and interpretation of these conditions shall be accepted as final in all cases.

New exhibitors to the Event or companies that have not taken part in the Event’s exhibition for 3 years may be required to submit a statement of their products/services offering.

4. Access to the exhibition hall

The access to the exhibition hall will be possible only for Exhibitors complying with the present rules and regulations and the Venue regulations, in order of payment with ESTRO and wearing the appropriate conference badge. Any exhibiting company failing to be in line with these conditions will be denied the access to the exhibition hall.

Note: Minors under the age of 18 are denied the access to the exhibition hall during build-up and break-down times.



5. Local rules and regulations

Exhibitors must comply with all applicable rules and regulations, including the rules and technical regulations of the Venue.

6. Booking procedure

- The booking procedure for Gold Corporate Members will start on Monday 6 May 2019.
- The booking procedure for Corporate Members will start on Monday 13 May 2019
- The booking procedure for Non-members will start on Friday 24 May 2019.

Applications should be made via email to hyilmaz@estro.org by indicating option 1 (1st preference), option 2 (2nd preference), option 3 (3rd preference), followed by the number of the corresponding booth. These preferences serve as guidance only and the decision between these 3 options will be the sole responsibility of ESTRO. In case all three of these options are already booked, ESTRO will contact the Exhibitor for an alternative solution.

Bookings will be treated on a first-come, first-served basis and will be completed as soon as the corresponding booking form duly completed has been sent to ESTRO and written confirmation of order has been given by ESTRO. The corresponding service will be delivered after corresponding payment in full has been received by ESTRO.

7. Confirmation of order

Once the application form has been submitted by the Exhibitor to ESTRO and once the Exhibitor has received from ESTRO the written confirmation of order, the order is officially confirmed, and the Exhibitor is legally bound by the Rules and Regulations and the Payments and general Terms and Conditions of Sales and Services as set out in this document.

Note: Confirmation of orders should be sent by ESTRO to the Exhibitor within one week after the receipt of the application form. In case of no feedback from ESTRO after one week, please contact hyilmaz@estro.org

8. Exhibition space allocation

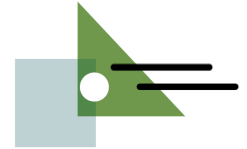
While every effort will be made to preserve the original version of the exhibition floor plan, ESTRO reserves the right to rearrange the floor plan or relocate any booth at any time, in the best interests of the exhibition. The Exhibitor shall have no claim against ESTRO in respect of any change of lay-out.

While every effort will be made to assign the Exhibitor the best space according to his/her request, ESTRO cannot guarantee that the Exhibitor will not be placed next to or near a competitor.

9. Cancellation policy

9.1. Cancellation of technical exhibition

In the event that the premises in which the exhibition is to be conducted should become unfit for occupancy or substantially interfered with by reason of any cause or causes not reasonably within the control of ESTRO or its agents, the Event and/or exhibition may be cancelled or moved to another appropriate location, at the



sole discretion of ESTRO. ESTRO shall not be responsible for delays, damage, loss, increased costs, or other unfavorable conditions arising by virtue of cause or causes not reasonably within the control of ESTRO. Causes for such action beyond the control of ESTRO shall include, but are not limited to: fire, casualty, flood, epidemic, earthquake, explosion, accident, blockage, embargo, inclement weather, governmental restraints, act of a public enemy, act of terrorism, riot or civil disturbance, impairment or lack of adequate transportation, inability to secure sufficient labor, technical or other personnel, labor union disputes, loss of lease or other termination by the Conference Centre, or act of God. Should ESTRO terminate any confirmed booking with any Exhibitor pursuant to the provisions of this section, the Exhibitor waives claims for damage arising from such termination. Refunds of "Paid Fees," in the event of Exhibition termination or cancellation, shall be made to Exhibitors at the sole discretion of ESTRO.

9.2. Cancellation of order by the Exhibitor

Cancellation made before 31 July 2019:

50% of the total amount of the bookings made to ESTRO will be invoiced by ESTRO and due by the Exhibitor.

Cancellations made after 31 July 2019:

100% of the total amount of the booking made to ESTRO will be invoiced by ESTRO and due by the Exhibitor.

The Exhibitor must provide ESTRO with a written notification of any booking cancellation (exhibition space, modular shell scheme, satellite symposium and related items, sponsoring and advertising). Notifications must be sent to hyilmaz@estro.org

ESTRO shall not be responsible for any costs incurred by the Exhibitor which relate to the cancellation and reserves the right to reallocate the cancelled space.

9.3. Cancellation of Exhibitor's order by ESTRO

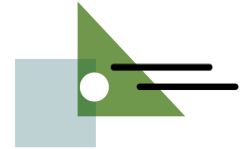
ESTRO reserves the right to discontinue any booking not complying with the terms specified in the present rules and regulations and/or in line with the conference exhibitors' manual and Venue regulations. ESTRO shall not be responsible for any related costs incurred by the Exhibitor and reserves the right to reallocate the cancelled space.

10. Bankruptcy or Liquidation

In case the Exhibitor becomes bankrupt or enters into liquidation other than for the purpose of restructuring or merger, or has a receiver appointed, ESTRO shall be at liberty to terminate immediately the contract with the Exhibitor, to cancel the allocation of items and to forfeit all sums paid by the company.

11. Reduction of exhibition space or services ordered by the Exhibitor

Once the order has been confirmed to the Exhibitor by ESTRO, no refund will be made for reduction of exhibition space or services. This rule applies also to satellite symposia slots, sponsoring, advertising or any other service or item ordered to ESTRO.



12. Subletting and sharing of exhibition space

The Exhibitor may not assign, sublet or apportion to others the whole or any part of the exhibition space allocated to the Exhibitor, and may not display goods, advertisements or services other than those manufactured or regularly distributed by the Exhibitor and approved by ESTRO.

13. Payments and general Terms and Conditions of Sales and Services

13.1 Scope and binding character of these general terms

- a. Every agreement concluded with ESTRO AISBL shall be subject to the present terms and conditions, unless otherwise agreed in writing.
- b. These conditions shall apply to all relationships between ESTRO AISBL and its customers. They shall have legal precedence over the purchase terms and any other particular terms of the customer.
- c. When particular terms are agreed upon between ESTRO AISBL and the customer, the latter shall prevail on the present terms in so far as they are inconsistent.
- d. The legality, validity and enforceability of other clauses in these General Conditions will not be affected if one of the clauses is or becomes illegal, invalid or unenforceable.

13.2. Offers and orders

- a. Our offers are nonbinding towards us. Verbal offers have to be confirmed in writing.
- b. Offers presented by ESTRO AISBL remain valid for a period of 15 working days.
- c. Unless agreed by ESTRO during that period, the offer becomes void and ESTRO AISBL reserves its right to, amongst other things, raise its initial offer.
- d. Every modification asked by the customer must be confirmed in writing by ESTRO.

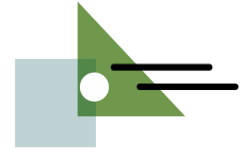
13.3. Prices

- a. All prices are expressed in Euros, excluding VAT and other taxes, duties and other charges, which remain due by the customer.
- b. Prices are based upon the economical conditions, taxes or rights applicable at the moment of the offer, as well as on the prices of the suppliers and contractors.
They are subject to modifications without any prior notice, in function of the variation of these elements, for any cause whatsoever.

13.4. Payment terms

Payments can only be made by wire transfer or credit card. Cheques or cash will not be accepted. For payments made by credit card, an additional amount of 2% of the total amount invoiced will be added to cover the commission fees charged by the payment service company.

ESTRO Terms of payment will prevail in any conflict between ESTRO and the terms of any Exhibitor acceptance.



- a) Unless otherwise agreed in writing and in advance, all invoices are payable 30 days invoice date, by bank transfer to the seat of ESTRO AISBL, without discount or retention.
- b) By non-payment of an invoice upon its due date, the immediate payment of any outstanding invoices shall be due.
- c) ESTRO AISBL reserves the right, after prior written notice, to suspend the provision of the services, in case of nonpayment of its invoice, without prejudice to any other right of action. A lump sum amounting to 15% of the unpaid invoices shall be added to any amount unpaid within 30 days as from the due date, without prior written notice, and with a minimum of € 125.
- d) Moreover, legal interests rate + 1,5 % published by the *SPF Finance* will be applied without prior notice to all sums remaining unpaid 30 days as from the due date.
- e) The currency for all payments to ESTRO is euro €.

13.5. Complaints and termination

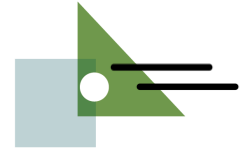
- a) Any claim shall be submitted by registered letter within eight working days after service delivery or upon receipt of an invoice.
- b) Each Claim shall include a detailed description of the breach.
- c) A Claim will never entitle the customer to terminate the contract.
- d) In case of severe breach by the customer of a clause of the present terms or of the particular terms, including the nonpayment of an invoice on the due date, or in case of serious threat to the financial health of the customer ESTRO AISBL will be entitled to terminate the contract without indemnity, 15 days after a registered mail with proof of receipt has been sent.
- e) In case of termination due to a gross negligence of the customer, ESTRO AISBL reserves the right to claim indemnification evaluated at 15% of the total amount ordered, without prejudice to its right to demonstrate that its damage is higher.

13.6. Confidentiality

- a) ESTRO AISBL agrees not to disclose:
 - a. Information, data, documents or any other element (material or immaterial) that the customer puts to its disposal in the scope of the services ordered;
 - b. Information collected by or at the occasion of the execution of the services, with the exception of information already in the public.
- b) ESTRO AISBL shall take all reasonable measures in order to avoid any disclosure of abovementioned information by its employees, contractors, partners or every other person working with ESTRO AISBL.
- c) If ESTRO AISBL must in the scope of the execution of the services disclose confidential information to third parties, it will take the necessary measures to impose the same confidentiality to this third party.

13.7. Intellectual Property

- a) Unless the contrary is confirmed in writing, ESTRO AISBL is the sole owner of any logo, website, text, illustration or other contained in its services, as well as of every copyright or any intellectual property related to these services, within the limit of rights owned by third parties.
- b) The Customer cannot copy, disclose, stream or sell, by any mean whatsoever, these data and to harm, directly or indirectly or through the medium of a third Party, and by any means, the copyrights and any other right owned by ESTRO AISBL



- c) Unless the contrary is confirmed in writing in an agreement, all copyright and intellectual property will at all times remain vested in ESTRO AISBL. The customer is licensed to use the materials only within the framework the contract and for a defined limited period. Any imitation or reproduction without written authorization is strictly forbidden. Consequently, the buyer acknowledges that ESTRO AISBL reserves the right to reproduce identical or similar materials to other clients.
- d) The use of the ESTRO name, acronym, logo, and/or the Event brand in conjunction with Exhibitor's events, advertisements, promotional materials/activities, endorsements, statements, contents and/or awards of any kind without the expressed written consent of ESTRO is strictly prohibited.
- e) The use of data communicated by or belonging to ESTRO in conjunction with advertisements, promotional material or activity, participants, endorsements, statements, contents and/or awards of any kind without the expressed written consent of ESTRO and in line with the GDPR is strictly prohibited.

13.8. Liability

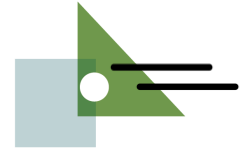
- a) ESTRO AISBL executes the services and handles the items handed over by the customer within a due care obligation.
- b) ESTRO AISBL cannot be held responsible for any loss or damages to items entrusted to them, regardless of the shipping method, even when the transport is paid by the customer.
- c) ESTRO AISBL cannot be held liable for any direct or indirect, material or physical, damage suffered by the client or any third party and arising from the execution of the services.
- d) Notwithstanding the above-mentioned clause, if the liability of ESTRO AISBL is proven, this liability would be limited to the charges for the relevant service.

13.9. Force Majeure

- a) ESTRO AISBL reserves its right to suspend the provision of services when circumstances occur, which are unpredictable and make the normal execution of the services harder or impossible occur.
- b) Shall be considered as unpredictable events: war, mobilization, invasion, public disorder, embargo, strikes, riots, lock-outs, epidemic diseases, quarantine, damage of machinery, fire, explosions, interruption of energy and other raw materials, restrictions or any other interdiction caused by the State, the weather conditions, floods, or significant price increases,...
- c) Delays or non-execution of the Services causes by such cases of Force Majeure shall not give right to any indemnification.
- d) Should the events of force majeure persist for a continuous period higher than three months; each party will then be entitled to ask for the termination of the Agreement, without breach and indemnity, by notice in writing and by registered mail.

13.10. Miscellaneous

- a) When ESTRO AISBL finds it necessary or desirable ESTRO AISBL reserves the right to sub-contract the execution of the services to third parties.
- b) If any clause of these general terms and conditions becomes void or unenforceable by force or operation of law, the remaining clauses shall remain valid and enforceable.



13.11. Governing law and Jurisdictions

- a) These General Terms and Conditions are to be construed in accordance with, and governed by the laws of Belgium
- b) In case of dispute, ESTRO AISBL shall have the right to proceed before the Courts or to choose for arbitration.
- c) When ESTRO AISBL chooses for the Courts, only the Brussels courts shall have exclusive jurisdiction.
- d) Notwithstanding the foregoing, ESTRO AISBL shall have the right to proceed before the Courts of the seat of the Customer.
- e) In case of Arbitration, it will be held in Brussels. The Cepani Rules will be applicable.
- f) The language of Arbitration shall be decided by ESTRO AISBL and shall in all circumstances be the French, Dutch or the English language.

14. Use of Space

All booth activities and content must

- provide educational information related to the field of (radiation) oncology and match the educational mission of ESTRO.
- be constructed in accordance with the guidelines, provisions and limitations contained in the exhibitor's manual and annex.
- Receive the prior approval of ESTRO

Booth decorations must be professional. Nothing may be taped, posted, nailed, screwed or otherwise attached to columns, walls, drape, floor or any interior or exterior surface of the exhibition hall.

ESTRO shall have full authority for approval of arrangement and appearance of items displayed and reserves the right to restrict the operation of, or evict completely, any booth or display which, in its sole opinion, detracts from the general character of the exhibition. ESTRO will not be held liable for any costs that may be incurred by the Exhibitor.

15. Booth occupancy

Booths must be fully operational and staffed during the official exhibition hours, including the networking evening (official opening of the exhibition).

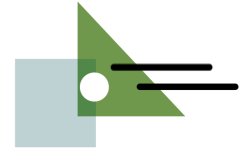
Booths or part of it must not be dismantled before the official conclusion of the exhibition.

Exhibition space presenting no booth structure by **Thursday 5 December 2019 at 15:00** will be reassigned for any such purpose or use as ESTRO may see fit, with no possibility for refund to the Exhibitor.

16. Liability & Public Policy

It is the Exhibitor's responsibility to comply with all Venue / local laws and regulations pertaining to health, fire prevention and public safety.

If inspection indicates that any Exhibitor has neglected to comply with these regulations, ESTRO reserves the right to remove all or such part of the booth as may be irregular, at the Exhibitor's expense.



No part of the building or equipment rented shall be defaced in any manner. Any and all damages, losses, expenses, and/or costs resulting from failure to observe this notice shall be payable by the Exhibitor, who will be required to indemnify ESTRO and his contractors against any claim arising from such damage. The Exhibitor must, at his expense, maintain and keep in good order his booth and the space for which he has contracted. ESTRO and service contractors have no responsibility pertaining to the compliance with laws as to public policy as far as Exhibitor's space, materials, operation or staff is concerned. Should an Exhibitor have any questions as to the application of such laws, ordinances and regulations regarding his booth or display, they should communicate directly with ESTRO.

Neither ESTRO nor their subcontractors shall be responsible for the safety of the Exhibitor, the Exhibitor's staff, temporary staff or booth. The Exhibitor is therefore required to take out his own insurance against loss, damage, injury and third-party liability.

17. Security

A security service is provided to deny the access to the exhibition hall to anyone not wearing a conference official badge or not authorized by ESTRO or the Venue.

The security service supplied does not guarantee Exhibitors against loss, neither does it imply an assumption of liability for Exhibitor's property by ESTRO. In general, security will work as follows:

- Access to the exhibition hall and conference facilities is strictly prohibited outside exhibition and conference opening hours.
- Appropriate official badges must be worn at all time to access the exhibition hall.
- Protection of Exhibitor's property is the responsibility of the Exhibitor.
- Set-up and dismantling are vulnerable times which can result in the loss of Exhibitor's property. It is recommended that exhibition material is carefully safeguarded, and that Exhibitors have adequate insurance against losses.

All organisers, contractors, exhibitors and their staff must wear safety vests and closed in shoes whilst on the loading dock, service road or in the exhibition hall during the construction, bump in and bump out of events. Vehicle drivers and offsidars, or passengers utilizing the service road or dock areas who intend to exit their vehicle are required to wear a safety vest or approved hi-visibility clothing for safety purposes.

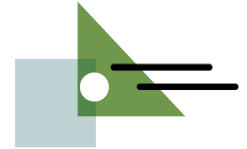
18. Occupational health and safety

Occupational health and safety standards will be strictly enforced by the organisers and the venue. All aisle ways and/or fire exits must not be obstructed in any way.

It is the responsibility of all exhibitors to ensure that their employees, suppliers and subcontractors comply with all relevant health and safety regulations and that they have a current Occupational Health and Safety Policy.

19. Public liability insurance

Exhibitors are required to insure their stand and work areas are covered under a public liability insurance and provide a Certificate of Currency to the conference organiser. The Certificate of Currency must be provided



no later than four weeks prior to the commencement of the move-in of the exhibition. Exhibitors must ensure all contractors, sub-contractors and other entities working on their display have similar and appropriate insurance coverage.

20. Catering

The official catering company has strict exclusivity on all kind of food and beverage provision at the Venue.

- All food & beverage required for the event shall be exclusively provided by the in-house F&B department of the Venue.
- External caterers are not allowed to operate on the premises of Singapore EXPO.
- The Venue reserves the right to remove any catering and/or related products. Failure to comply with the Venue' F&B policy will result in catering levy in addition to any other damages to which the Venue may be entitled.
- Exhibitors are not allowed to bring in their own catering and/or other catering equipment/ product, unless with the written approval from the Venue.
- The Exhibitor may provide participants to the Event with food and beverage as long as it is offered inside the perimeter of the Exhibitor's own booth and with prior approval of ESTRO and the Venue.
- ESTRO reserves the right to prohibit or remove any food or beverage which, in its sole judgment, is not appropriate to the overall character of the Conference.

21. General cleaning and waste

ESTRO will take care of the general cleaning of the aisles and public areas in the exhibition hall during the exhibition opening times. Exhibitors are responsible for cleaning their own booth and disposal of waste generated before, during and after the event. Failure to comply with this procedure shall render the Exhibitor liable for the cost of clearance by the organiser or its contractor. Unattended waste left in aisles during exhibition opening hours will be removed and the related service will be charged to the exhibitor concerned.

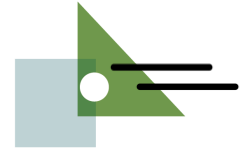
22. Exhibitors activities and promotional, distribution and display of material

Exhibitors promotional activities and/or promotional material distribution or display require the written acceptance of ESTRO, are limited to the perimeter of the Exhibitor's booth and must provide educational information related to the field of (radiation) oncology.

Meetings, social functions or any special event planned by the Exhibitor during the ESTRO conference (this includes the ESTRO pre-meeting courses and workshops):

- require the prior written acceptance of ESTRO
- must not be held in the same place as any ESTRO activity
- must not be held during the scientific programme of the ESTRO Event or during ESTRO activities (this includes the pre-meeting courses and workshops). Please refer to the dates and timing specified in the conference exhibitors' manual.

ESTRO shall have full authority to discontinue any function not meeting this rule and will not be held liable for any costs incurred by the Exhibitor.



23. Audio and visual activities

The use of lighting, IT and AV material is acceptable as long as no disturbance is caused and only within the confines of the stands. Lighting must be directed towards the interior of the stand.

The production of music and/or sound requires the written acceptance of ESTRO, is limited to the perimeter of the Exhibitor's booth and must be directed towards the interior of the stand.

If ESTRO judges that a disturbance is being caused, the Exhibitor will be required to lower or halt the activity immediately. Licensing for copyrighted work is the sole responsibility of the Exhibitor.

24. Satellite symposium

24.1. Eligibility

To obtain permission to hold a satellite symposium during the ESTRO Event, the company must be registered as Exhibitor at the ESTRO Event and meet the Rules and regulations and requirements stipulated in the exhibitors' manual.

ESTRO reserves the right to reject any proposal that is not considered as appropriate to the Event or does not comply with the criteria set forth in the rules and regulations and exhibitors' manual.

24.2. Programme

The program must match the scientific mission of ESTRO and requires the written acceptance of ESTRO.

The title and program of the satellite symposium, name(s) of chairperson(s), speakers and titles of all presentations should be sent to ESTRO by **31 October 2019**.

24.3. Duration

60 minutes

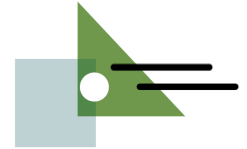
24.4. Timing

Satellite symposia will take place during the lunch break as follows:

- **Friday 6 December 2019 from 13:15 to 14:15** parallel sessions
- **Saturday 7 December 2019 from 13:15 to 14:15:** parallel sessions

24.5. Costs

Parallel session (3 slots per day): 15,000 € (excl. VAT)



24.6. *Satellite symposium package*

The package includes:

- Rent of the meeting room for the duration of the symposium
- AV/IT technician
- 1 hostess
- AV/IT material available for the conference scientific sessions
- 1 signage displayed the day of your event in the registration area
- Inclusion of the satellite symposium agenda in the conference program book, app and website
- Email blast listing the satellite symposia sent by ESTRO to registered participants prior the conference.

24.7. *Satellite symposium contact*

The company will provide ESTRO with the name of one person who will be responsible for the organization of the satellite symposium. If several people are responsible for various aspects of the symposium, the company must inform ESTRO accordingly. If an agency is appointed to manage and organize the satellite symposium, the company must inform ESTRO and provide the agency name and contact person details. Only official agency representatives will receive information material from ESTRO.

24.8. *Speakers*

The speaker cannot speak on the same subject at the main conference and the satellite symposium. As the main conference program comes first, it is the responsibility of the satellite symposium organizer and of the speaker to ensure that this overlap does not occur.

24.9. *Speaker's registration*

Each company is responsible for the registration of any satellite symposium speakers who are not participating in the official conference program. The visitor's badge allows the access to the satellite symposium room and exhibition hall for the day of the satellite symposia.

24.10. *Speaker's presentations - Preview centre*

For logistical reasons, companies organizing a satellite symposium are required to use the speakers preview center and follow the instructions that ESTRO prepares for its own speakers. Speakers presentations must be submitted to the preview center **at least 2 hours before** the presentation.

24.11. *Access*

Participants fully registered to the conference, one day participants, company representatives wearing their exhibitor's badges, speakers and all persons involved in the organization of the satellite symposium (technicians, speaker) wearing the appropriate badge have the right to attend the industry satellite symposium. Exhibitors are not allowed to attend the satellite symposium session of another exhibiting company unless invited.

Access to the room for company organizers is possible for the satellite symposium organizers **30 minutes** before the start of the symposium.



24.12. Setup and dismantling

Companies must adhere to the indicated start and end times of the reserved time slot. Extensions beyond the assigned timings are not allowed under any circumstances. The room should be completely vacated immediately after the end of the satellite symposium. Companies are responsible for removing all materials, waste, etc. from the room before the next scientific session starts. In case of non-compliance, companies may be charged for costs incurred for cleaning or removal of materials. Installations or alterations to the rooms and the standard set-up can only be made with the explicit approval of ESTRO.

24.13. Food and beverage

All catering related to the satellite symposium session must be organised and ordered to ESTRO. A selection of lunch boxes will be made available by ESTRO to all satellite symposia organizers.

24.14. Promotional activities

ESTRO encourages independent promotion of approved symposia, with prior written approval of ESTRO and in line with the GDPR (General Data Protection Regulation).

Onsite promotion of the satellite symposium will be strictly restricted to the company's booth.

24.15. Disclaimer

ESTRO will ensure that satellite symposia are clearly distinguished from the Event scientific program. Also, it is the responsibility of the Exhibitors organizing a satellite symposium to use appropriate disclaimers in symposium advertising and program materials so that a clear distinction is made between the industry satellite symposia and the conference scientific program.

25. Advertising – Sponsoring

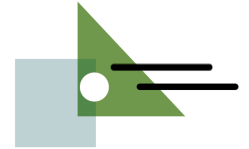
To obtain permission to apply for sponsorship or advertising, the company must be registered as Exhibitor at the ESTRO Event. Advertising or sponsoring of any kind requires the prior approval of ESTRO. This restriction also applies to the placement of signs.

Sponsoring and advertising opportunities booking form can be found here:

https://www.estro.org/ESTRO/media/ESTRO/Congresses/Asia/ESTRO-Meets-Asia_Sponsoring-and-Advertising-Form.docx

26. Photography, videotaping and recording

All photographing, filming, taping, recording, reproducing, imaging, or capturing in any medium of the Event or content, material, presentation, symposia, attendees, exhibition, exhibitors, booth, products, including any display or equipment, is strictly prohibited without the prior written consent of ESTRO and must be in line with the GDPR. Capturing is restricted to ESTRO and only the official ESTRO photographer or other ESTRO authorized persons may perform capturing in the exhibition hall or anywhere in or on the Conference Centre property.



With written consent from ESTRO, Exhibitors may conduct limited photography or video activity of their own products within their own booths. To obtain such consent, Exhibitor must submit their request to hyilmaz@estro.org together with a written plan and schedule of capturing.

27. Presence on another Exhibitor's booth

Exhibitors are not allowed onto the booth of another exhibiting company unless invited.

28. Agreement to Rules and Regulations

The Exhibitor, for himself or itself, his or its employees, or "designated representatives" ("designated representatives" to include but is not limited to agents, part time personnel, contractors), agrees to abide by the foregoing Rules and Regulations and those requirements and specifications provided in the conference exhibitors' manual, Venue rules and regulations and by any amendments and additional rules that may be put into effect by ESTRO.

29. Violation of Rules and Regulations

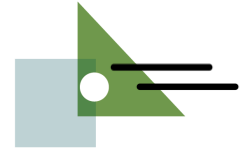
In case of violation of any part of the Conference Rules and Regulations, ESTRO has full authority to request to the Exhibitor the total amount of the service concerned plus a minimum 10,000€ penalty. Reiteration by the Exhibitor may result in the expulsion of the Exhibitor from the exhibition hall at the Exhibitor's cost with no eligibility for refund and eviction from participating in future ESTRO events.

30. Amendment and additions to rules

All exhibition matters and questions not covered by the ESTRO Rules and Regulations are subject to the decision of ESTRO. ESTRO Rules and Regulations may be amended at any time by ESTRO, and all amendments shall be equally binding for all parties. In case of a dispute, the ESTRO Rules and Regulations take priority.

Exhibitors' manual for ESTRO meets Asia 2019

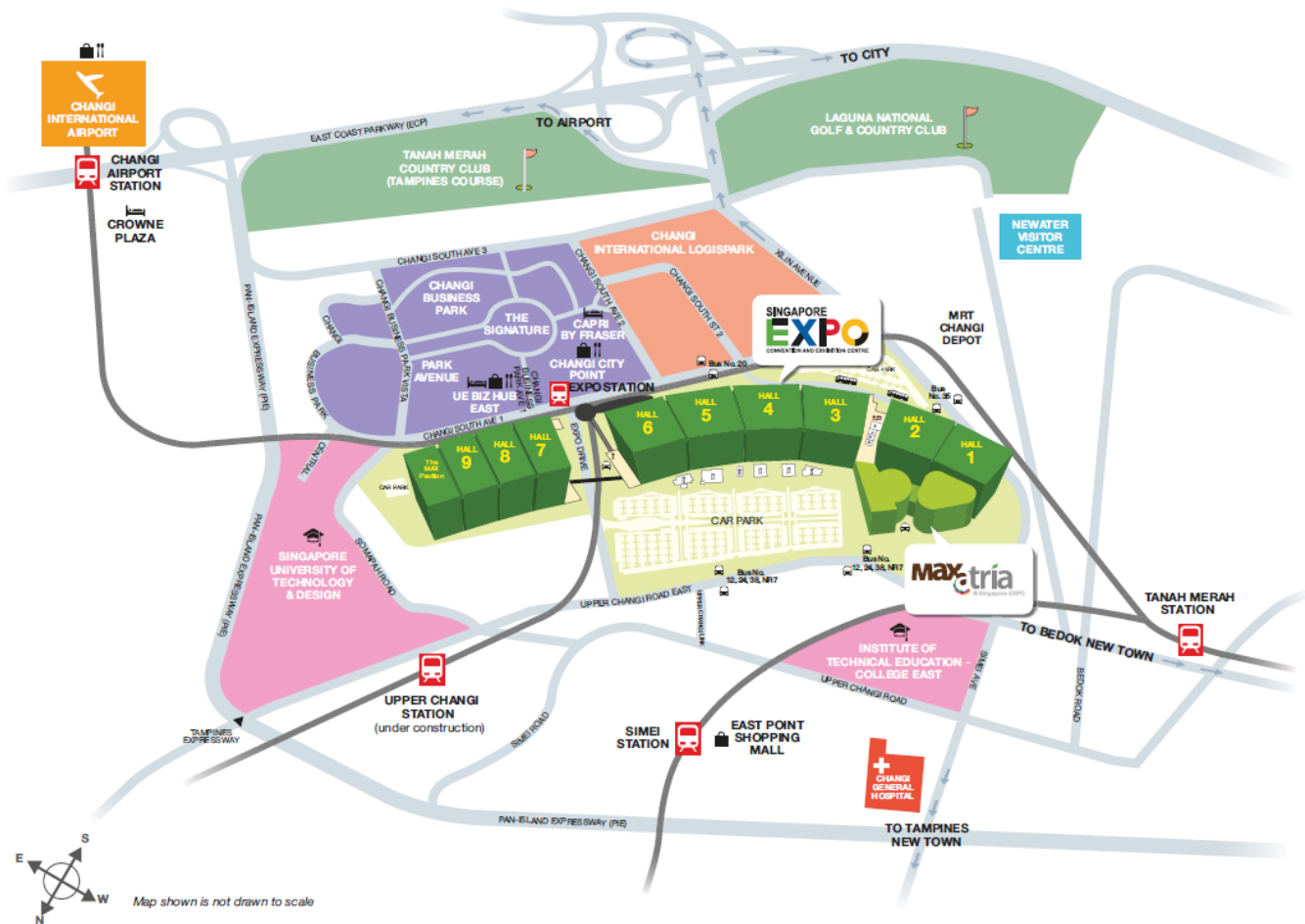




1. Access to the venue

How to reach Singapore Expo Exhibition and Convention Centre:

Singapore EXPO is located in the eastern part of Singapore, and only one Mass Rapid Transit (MRT) stop or a 5-minute drive from Changi International Airport, and a 15-minute drive from the Central Business District (CBD).

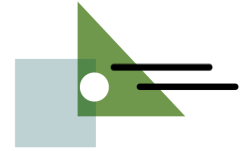


By Bus

There are several bus services available to reach Singapore EXPO. Services numbers 12, 24 and 38 stop near the main entrance of ESTRO Meets Asia (Bus stop no. 96029)

By Car

Situated at the crossroads of 3 main expressways – East Coast Parkway, Pan Island Expressway and Tampines Expressway, Singapore EXPO is a 15-minute drive from the CBD and a 5-minute ride to Changi International Airport.



By Taxi

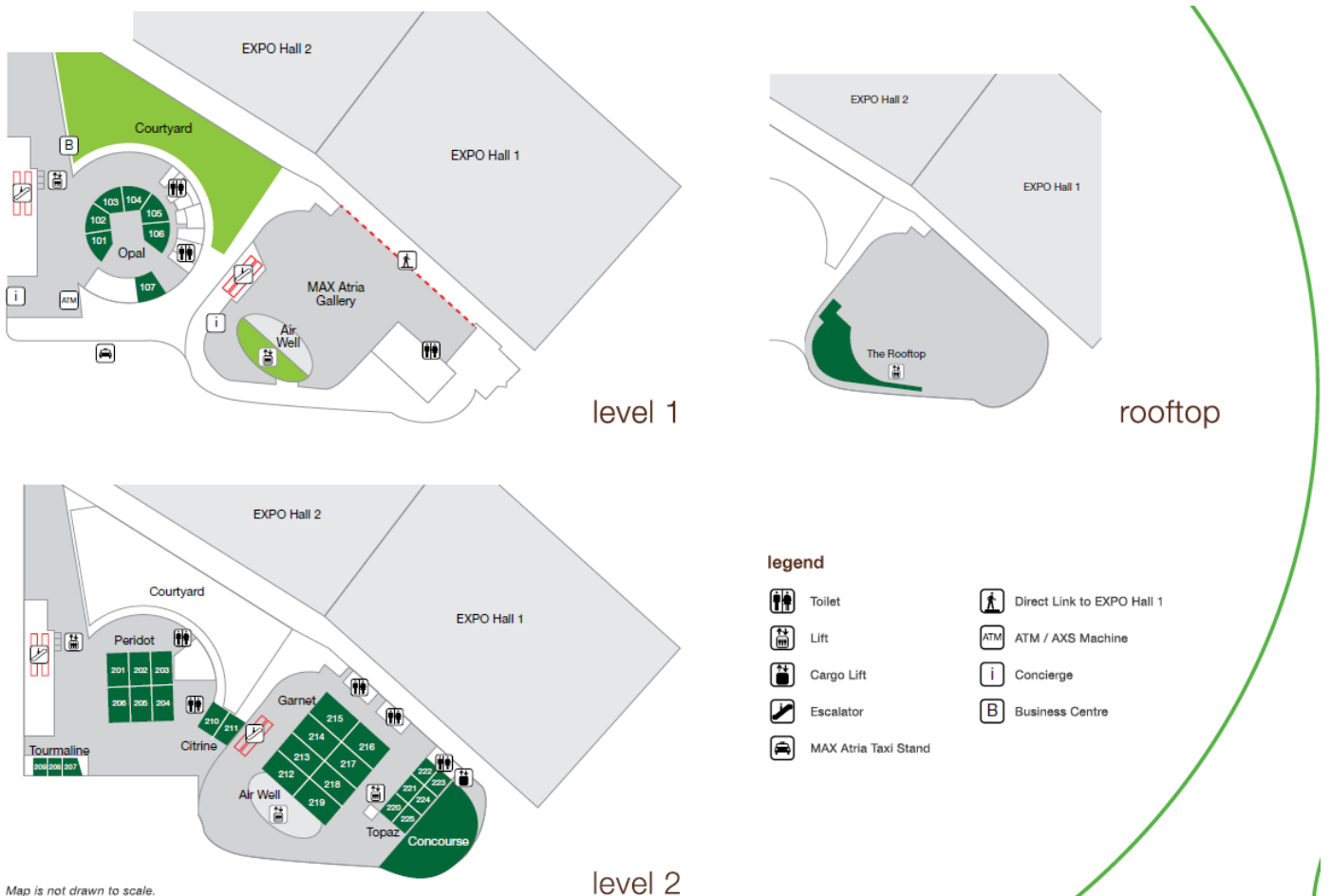
There are numerous taxis available in Singapore that offer reliable services. The taxi fare from the airport to Singapore EXPO is about \$15 and to the city about \$20, subject to surcharges.

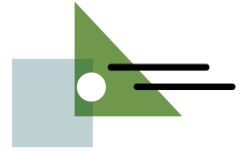
By Train

Singapore EXPO has a dedicated MRT station next to Hall 6, which is also an interchange station, part of the Changi Airport branch line of the East-West Line and the Downtown Line in the Tampines planning area. Trains arrive every 5 minutes from Changi International Airport and Tanah Merah MRT station. A direct, more convenient way to arrive at Singapore EXPO is through the Downtown Line. It now takes only 30 minutes from CBD areas such as Clarke Quay, Marina Bay and River Valley.

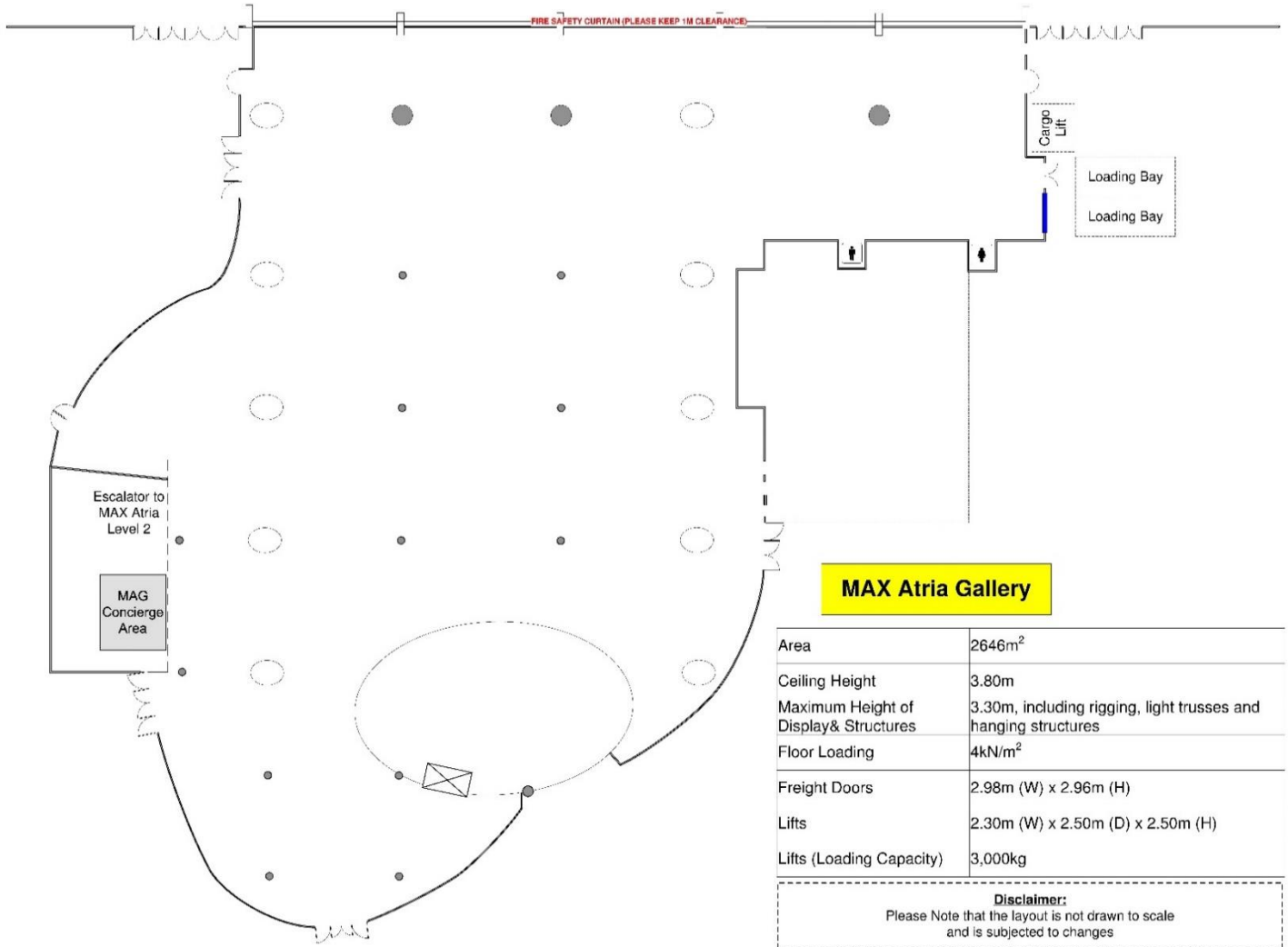
2. Maps and floorplan

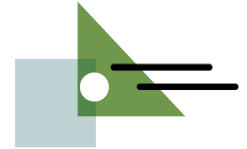
2.1. Venue general Overview





2.2. Exhibition floorplan





3. Access to the exhibition hall

3.1. Build-up and break-down

Hours and dates corresponding to the exhibition set-up, opening times and dismantling are those specified by ESTRO in the exhibitors' manual. Any request for additional time for set-up, dismantling and/or additional time in the exhibition hall before or after the exhibiting hours must be made to ESTRO, requires the written approval of ESTRO and might cause additional costs. Regulations will be those specified by ESTRO and the Venue.

Safety shoes and vests should be worn at all times during build-up and dismantling.

3.2. Dates of build-up

- **4 Dec 2019 08:00 to 22:00** Access ONLY for free project constructions (= any project of stand that is not the modular shell scheme package offered by ESTRO).
- **5 Dec 2019 08:00-22:00** Access for free project constructions + access to modular shell schemes structures. At **18:00** cartons/empties or any material related to structural work must have been removed from the exhibition hall with no exception and booth construction and decoration must be completed.

3.3. Dates of break-down

Break-down will be held on **8 Dec 2019, 12:00-22:00** (right after the last coffee break)

3.4. Exhibition opening times to the public

- **6 Dec 2019 from 9:30am to 7:15pm** (possibility for Exhibitors to access at 8:30am)
- The NETWORKING EVENING will be held in the exhibition hall from 6:15pm to 7:15pm.
- **7 Dec 2019 from 9:30am to 5pm** (possibility for Exhibitors to access at 8:30 am and to leave at 6 pm)
- **8 Dec 2019 from 9:30am to 12:00** (possibility for Exhibitors to access at 8:30am)

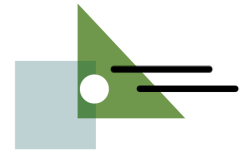
4. Registrations

4.1. Exhibitors pre-registration

Exhibitors pre-registration can be made via email to the ESTRO office (hyilmaz@estro.org) from **2 to 25 November 2019**. After that date, registrations will be made onsite.

On **31 October 2019**, ESTRO will provide all exhibiting companies with an excel file to be completed with the exhibitors' names and to be returned by email to the ESTRO office.

Onsite, when collecting the exhibitors' badges, the appointed company delegate will have the possibility to update the list of exhibitors' names if needed. The price for all pre-registered regular exhibitors' badges will be 50€ (excl. VAT) for ESTRO corporate members and 75€ (excl. VAT) for non-corporate members. The price for all regular exhibitor's badges ordered onsite (= not pre-registered) will be 100€ (excl.VAT) for all exhibitors.



4.2. Onsite Exhibitors registration

Exhibitors badges can only be ordered by the appointed company representative in person. In the case a company delegate not wearing an exhibitor badge needs to access the exhibition hall, he/she will be requested to contact the appointed company representative. If the company delegate cannot contact the appointed company representative, he/she will need to purchase a visitor badge (100€ excl. VAT – valid for the day of purchase) to access the exhibition hall.

4.3. Stand builders registration

Stand builders are any person taking part in the structural set-up/break-down of the booth. Stand builders shall comply with the safety and security measures stipulated by the Venue and wear their accreditation at all time while they are in the exhibition hall.

Please refer to the following link for more details: **[Regulations for RAW Space Exhibitors](#)**

For registration, please refer to the following document:

<https://www.estro.org/ESTRO/media/ESTRO/Congresses/Asia/ESTRO-Meets-Asia-2019-Outside-Contractor-Indemnity-Form.docx>

5. Collection of Exhibitors' badges

The collection of all exhibitors pre-registered badges must be made onsite by one single company representative appointed by the company and whose name has been communicated to ESTRO. This company representative is requested to collect all exhibitors' badges at once.

Exhibitors badges can be collected at the registration desk located in the registration area (MAX Atria Gallery) as follows:

5 Dec from 14:00 to 18:00

6 Dec from 09:00 to 19:00

6. Payments of Exhibitors' badges

Payments of exhibitors' badges must be made prior the event via bank transfer (pre-registered badges) or onsite via credit card or cash payment.

7. Types of badges

7.1. Exhibitors' badges

An EXHIBITOR is

- Any employee of the exhibiting company who possesses a business card with the exhibiting company's name and who is registered as exhibitor to the conference
- Any subcontractor registered as exhibitor to the conference by the exhibiting company, working directly for the exhibiting company and dealing with the organisation and management of the booth during the exhibition timings.



All EXHIBITORS must be registered at the conference as such and must wear their exhibitors' badges inside the conference centre.

Note: Exhibitor badges are not available for any other professionals.

7.1.1. Exhibitor REGULAR badges

The regular exhibitor's badge gives access to the exhibition hall and the coffee breaks. It does not include the access to scientific sessions. Validity: duration of the conference.

Cost per badge (excl. VAT): The cost for regular pre-registered exhibitor's badges is **50€** for ESTRO corporate members and **75€** for non-corporate members.

For all onsite orders, the cost for the regular exhibitor's badges is **100€** for ALL exhibitors.

7.1.2. Exhibitor FULL badges

The full exhibitor's badge gives access to the exhibition hall and coffee breaks + access to scientific sessions and social events. Validity: duration of the conference.

Cost per badge (excl. VAT): The cost for full exhibitor's badge is **200€.**

7.1.3. Exhibitor COMPLIMENTARY

Companies exhibiting are entitled to **complimentary** exhibitor's badges as per the booth size.

The type of the complimentary exhibitor's badges (regular or full) depends on the company's corporate membership. The number and type of complimentary exhibitors' badges per 9 sqm booth rented is:

Company status	Number and type of complimentary exhibitor's badge
ESTRO Gold members	1 REGULAR + 2 FULL
ESTRO Corporate members	2 REGULAR + 1 FULL
Non-members	3 REGULAR

7.2. Visitors' badge

A VISITOR is any person not considered as an exhibitor and who needs access to the exhibition hall. All VISITORS must wear a visitor's badge inside the conference centre. The visitor's badge gives access to the exhibition hall and coffee breaks. No access to scientific sessions and social events.

Validity: 1 day (day of purchase)

Cost per badge (excl. VAT): 100€

The visitor's badge must be purchased onsite at the registration desk and can be renewed from day to day.

7.3. Other badges

Please consult the conference webpage under REGISTRATION.



8. Exhibitors facilities

- **Exhibitors desk:** For any kind of assistance, exhibitors can refer to the registration desk located in the registration area (MAX Atria Gallery).
- **Lost and found:** The registration desk serves as a lost and found. Identification or description of the lost item will be required.

9. Space rental – Rates

The booking form can be found here:

https://www.estro.org/ESTRO/media/ESTRO/Congresses/Asia/ESTRO-Meets-Asia_Space-Rental-Form.docx

9.1. Floor space only

Location: Exhibition hall.

The cost (excl. VAT) for floor space only is **500€/sqm**

Cost includes: floor space + 3 complimentary exhibitor's badges per 9 sqm booth rented

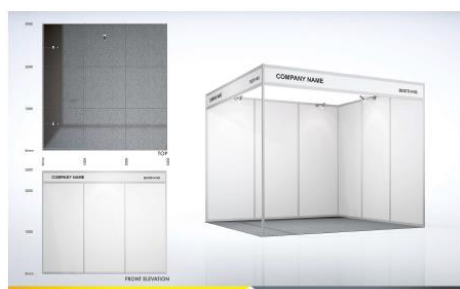
9.2. Floor space + modular shell scheme structure

Location: Exhibition hall.

The cost (excl. VAT) for floor space and modular shell scheme is **600€/sqm**

The modular shell scheme package offered by ESTRO includes:

- Needle punch carpet
- R8 modular aluminum system at 2.5mHt complete with white laminated infill panels
- Fascia board of 300mm height complete with exhibitor's company name and stand number at 75mm height in vinyl sticker cut-out
- 03 units of spotlights
- 01 unit of 13amp/230V power outlet (max. 800W)



- + structural build-up and dismantling
- + 3 complimentary exhibitor's badges per 9 sqm booth rented



Not included:

- Furniture
- Daily cleaning
- Wi-Fi / Internet

The booking form can be found here:

https://www.estro.org/ESTRO/media/ESTRO/Congresses/Asia/ESTRO-Meets-Asia_Space-Rental-Form.docx

**For all furniture orders, please find the forms [here](#).*

**For "shell schemes" please find the "Fascia Name Order Form" [here](#).*

9.3 Start-up Corner

Special discounts are offered to companies meeting the following definition of start-up: Company which has been in business less than 5 years and has fewer than 10 employees.

The special cost (excluding VAT) for floor space rental and modular shell scheme is **1500€**.

The 6 sqm (3m*2m) modular shell scheme package offered by ESTRO includes:

- White modular bilaminated panels with natural aluminum frame h.250cm
- Carpet flooring
- Fascia board with Company name and booth number
- LED spotlights
- Electrical line with nr 1. Multiple socket up to 3kw
- Basic daily cleaning (floor vacuuming and bins emptying)

- + structural build-up and dismantling
- + 2 complimentary exhibitor's badges
- + complimentary coffee break (am and pm)
- + visibility in the online congress program book + congress app

Not included:

- Wi-Fi / Internet
- Furniture / material / services not included in the standard booth package

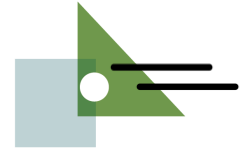
9.4 Meeting Rooms

The following meeting rooms are available for exhibiting companies within the congress centre:

LOCATION	ROOM NAME	CAPACITY
LEVEL 2	Tourmaline 207	24 Pax (Boardroom Style)
LEVEL 2	Tourmaline 208+209	24 Pax (Boardroom Style)

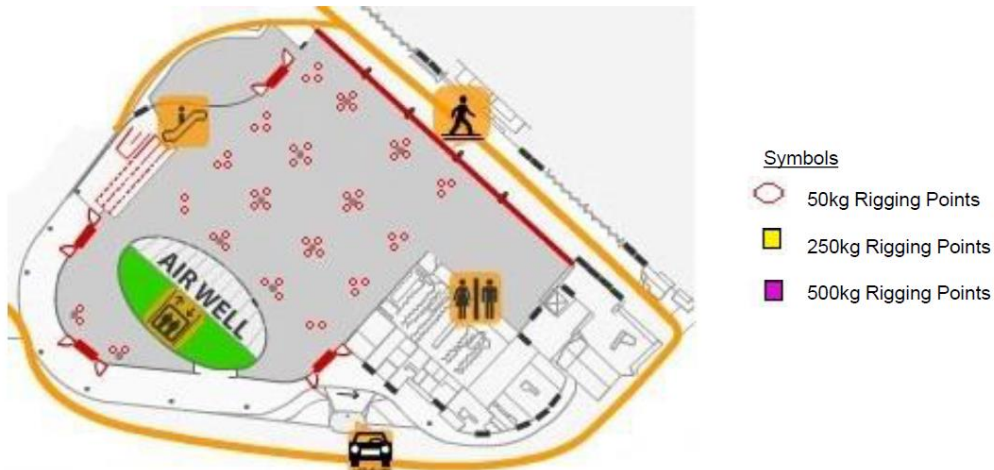
The rooms can be rented for ½ day (**€ 800**) or a full day (**€ 1600**) including beamer and screen.

An application form for booking a meeting room can be found on our website, in the exhibitor section of the ESTRO meets Asia Congress.



10. Technical specifications

- **Overall Height of Display:** including rigging, light trusses and hanging structures is **3.3 meters**
- **Floor loading:** 4KN/m²
- **Freight doors:** 2.98m (W) X 2.96m (H)
- **Suspension points:** 50 kg per point



11. Architectural guidelines

The minimum exhibition space allowed is **9 sqm**.

11.1. Booth design and structural plans

Booth design and structural plans must be in accordance with both ESTRO and Venue regulations and must be submitted for approval to ESTRO hyilmaz@estro.org and the Venue by **1 November 2019**. Booth design and structural plans will be valid once the Exhibitor has received the written approval from both ESTRO and the Venue.

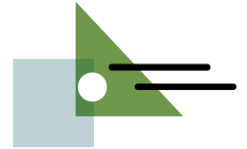
11.2. Mandatory elements

Booths, part of it or exhibition material may not be covered or removed from the exhibit space during the exhibition opening hours. Unsightly objects must not be placed in public view.

The floor of the booth must be covered with **carpet**.

The booth must be delimited with suitable and finished **partition walls** to close off the space on all sides other than the visitors' aisles. Partition walls must not be shared between two booths.

Exposed / rear sides of side and back walls of booths and displays shall be white, plain (without partitions) and kept clean.



Corner booths, two-walled booths, three-walled booths and **pop-up display** must be complete with **partition walls** located on all sides other than the visitor's aisles.

11.3. See-through visibility

Booth structure, design and equipment display must ensure the visibility to neighbouring booths and have a suitably open appearance. Unless prior agreement with neighbour companies, only one-third of the surface area adjoining the public aisles can be fully enclosed.

ESTRO reserves the right to refuse or relocate any booth that fails to conform to this requirement.

11.4. Types of booths

11.4.1. Island booth

An island booth is an exhibition space with 4 sides open.

Full use of the space is permitted, but the design of the booth must ensure the visibility to neighboring booths, have a suitably open appearance and be accessible from all adjacent aisles. The height of any part of the booth or related objects (excluded hanging banners) located 1 meter or less away from a visitor's aisle must not exceed 2,5 meters.

11.4.2. Corner booth

A corner booth is an exhibition space with one mandatory wall and three sides open. The design of the booth must ensure the visibility to neighboring booths, have a suitably open appearance and be accessible from all adjacent aisles. The height of any part of the booth or related objects (excluded hanging banners) located 1 meter or less away from a visitor's aisle must not exceed 2,5 meters.

11.4.3. Two-walled booth

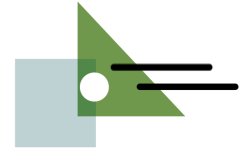
A two-walled booth is an exhibition space with two mandatory walls and two sides open. The height of any part of the booth or related objects (excluded hanging banners) located 1 meter or less away from a visitor's aisle must not exceed 2,5 meters.

11.4.4. Three-walled booth

A three-walled booth is an exhibition space with three mandatory walls and one side open. The height of any part of the booth or related objects (excluded hanging banners) located 1 meter or less away from a visitor's aisle must not exceed 2,5 meters.

11.5. Rigging of Overhead Exhibits

All overhead exhibits hung from approved ceiling trusses / rigging points using proper stranded steel cables have to be endorsed by a Professional Engineer. All overhead exhibits including their location and nature of rigging/attachment have to be approved by SingEx.



11.6 Electricity

All electricity orders should be made via CityNeon. Please find the electricity of order form [here](#).

11.7 Material Used for Exhibition Booth Construction

The materials used for the construction of exhibition booths / stands shall be non-combustible, complying with British Standards (BS) 476: Part 4 or 11, or have a minimum flame spread rating of Class 2 of BS 476.

12. General Guidelines

Passageways leading to fire-fighting appliances and fire alarm call points shall not be less than **1.2m wide** and shall not be obstructed.

No objects are to be attached to or suspended from the sprinkler heads. The sprinkler system is designed to tolerate up to a maximum temperature of 68-degree C. It is therefore necessary to ensure that spotlights and other heat-generating equipment are not focused on or stationed too near the water sprinklers. For each booth, where special hazards exist, at least one fire extinguisher should be provided which is compatible with the hazard or exhibit on display.

The structure and walls of the Centre shall not be altered or interfered with without the written consent of SingEx. Any damage occurring during the Exhibitor's occupation shall immediately be made good by the exhibitor.

No nails or screws or other piercing devices shall be driven, or holes drilled into the walls, doors, pillars or other parts of the structure or walls of the Centre.

Erection of partitions or display boards that hamper the air-conditioning diffusers and airflow inside the halls is prohibited.

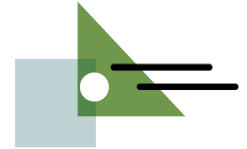
Flickering or flashing lights should not be used unless prior approval has been obtained from SingEx. When clear glass or acrylic panels or other relatively transparent medium are used as partitions or doors, adequate markings must be provided to ensure that they are clearly visible as a barrier. No sawing or other working of wooden panels or any other materials that result in a powder residue is allowed in the halls when the air-conditioning is switched on.

No permanent markings / stains on the walls, structure, floors and ceiling of the Facilities shall remain at the end of the Hiring Period whether in the form of carpet residue arising from adhesive single / double sided tapes or otherwise. The exhibitor is responsible to clear all markings / stains at the end of the Event. Any markings / stains that are not cleared will result in SingEx engaging its contractor to carry out the corrective works. Costs incurred will be charged to the exhibitor.

All construction, installation and dismantling works carried out **on any carpeted areas** within the Facilities must have a **protective layer made of plywood or visquene** heavy duty building material to ensure the carpet is not damaged. No pallet trucks or trolleys will be allowed in these areas unless no markings will occur.

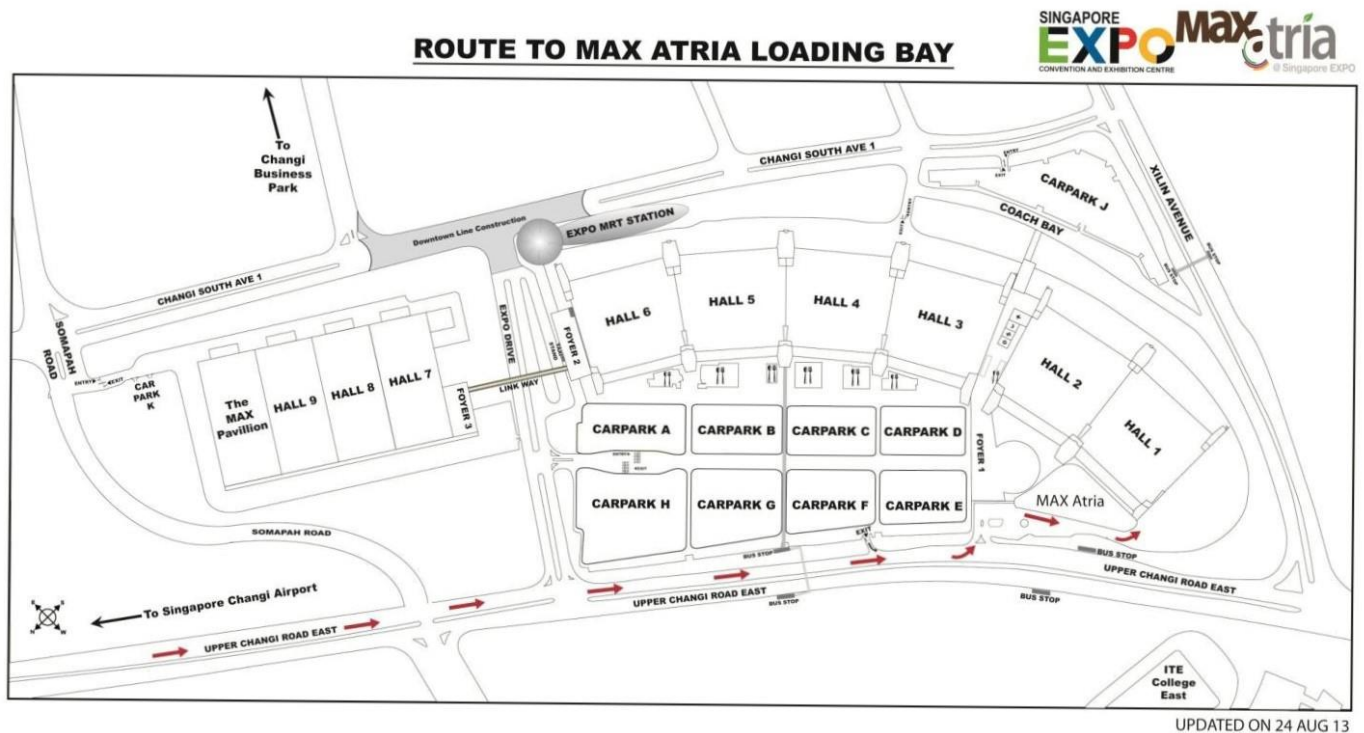
All booths and structures must have a minimum clearance of 1.2m from walls and structure.

All materials used for construction must comply with standards set forth by the prevailing fire and safety regulations. Materials should specifically be non-combustible and have a minimum flame spread rating of Class 2 as stipulated under the Fire Safety & Shelter Department (FSSD) regulations



12.1. Loading/Unloading at the Service Bay

Only goods vehicles are allowed into the service bay, unless otherwise authorised by SingEx. All vehicular goods traffic where allowed entry to the halls for loading / unloading purposes must ensure that the freight doors are protected to avoid damage. Extreme care must be taken during entry / exit and any damage will be charged to the Hirer.



12.2. Lifts

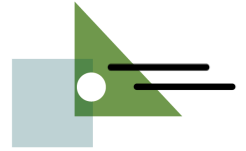
12.2.1 Passenger Lifts

There are passenger lifts located at the Coach Bay, Foyer 1 and Foyer 2. The use of passenger lifts for transportation of goods is subject to SingEx's approval. When in use, the lifts must be properly protected.

12.2.2. Cargo Lift

The Exhibition area in MAX Atria Gallery is located at Level 1.

There is a cargo lift for access to MAX Atria Level 2. The lift has a loading of 3,000kg and the dimensions are 2.5m height, 2.3m width and 2.5m depth. The entrance of the lift measures 2.4m height and 1.7m in width.



12.3 Sound Volume

Acoustic devices with loudspeakers and all exhibiting machinery must have in-built volume regulators and/or noise diffusers and when in operation do not interfere with the comfort level **not exceeding 70 dB(A)** of visitors and exhibitors.

12.4 Insurance

Hirers, exhibitors and all contractors are responsible for arranging sufficient insurance coverage for their exhibits, equipment and personnel.

12.5 F & B Policy

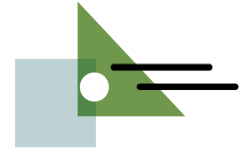
All catering orders should be made via this form [here](#).

Organisers shall only use SingEx's official caterers for all their F&B requirements. There shall be no sale of food items or food samplings giveaway onsite.

Any sponsorship related to usage of external caterer(s) or any food and beverage vendor / supplier is strictly prohibited. Only SingEx Official Caterers are permitted to operate at the Centre.

The Venue reserves the right to remove any catering and/or related products. Failure to comply with the Venue' F&B policy will result in catering levy in addition to any other damages to which the Venue may be entitled.

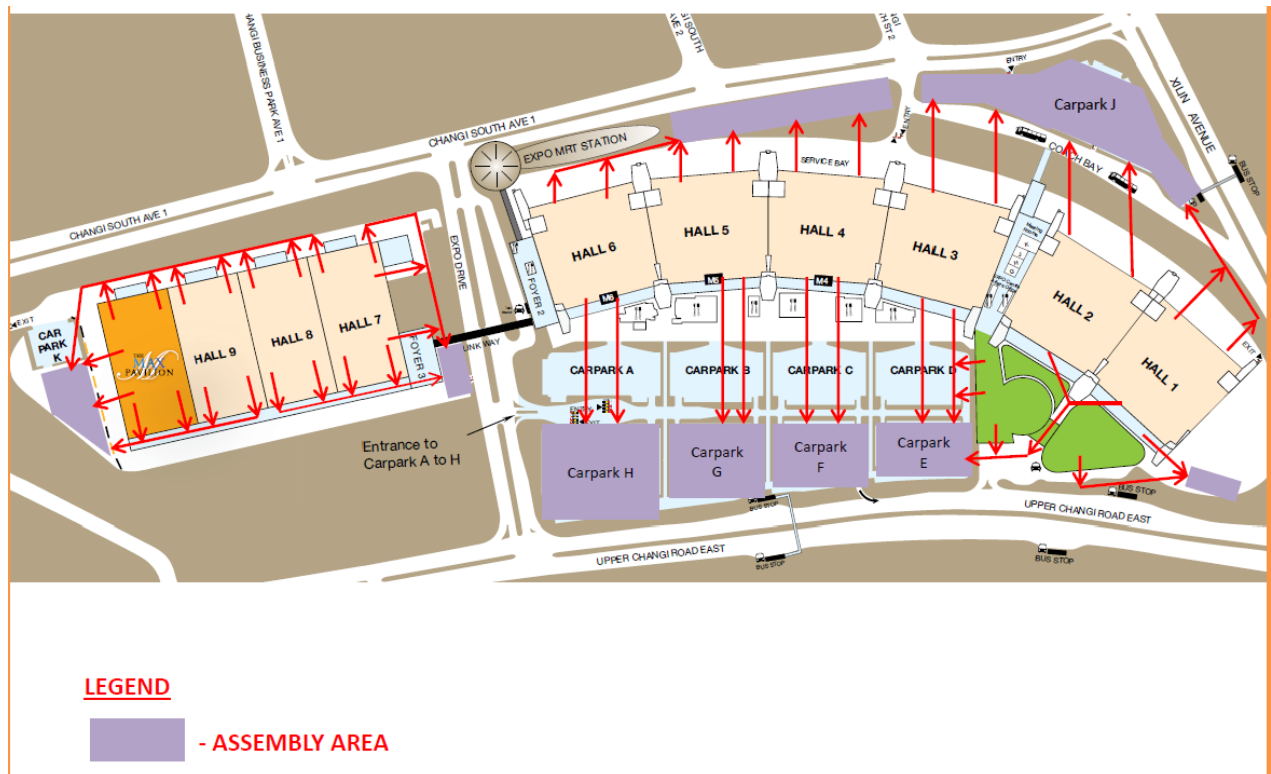


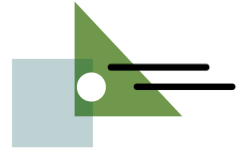


13. Annexes

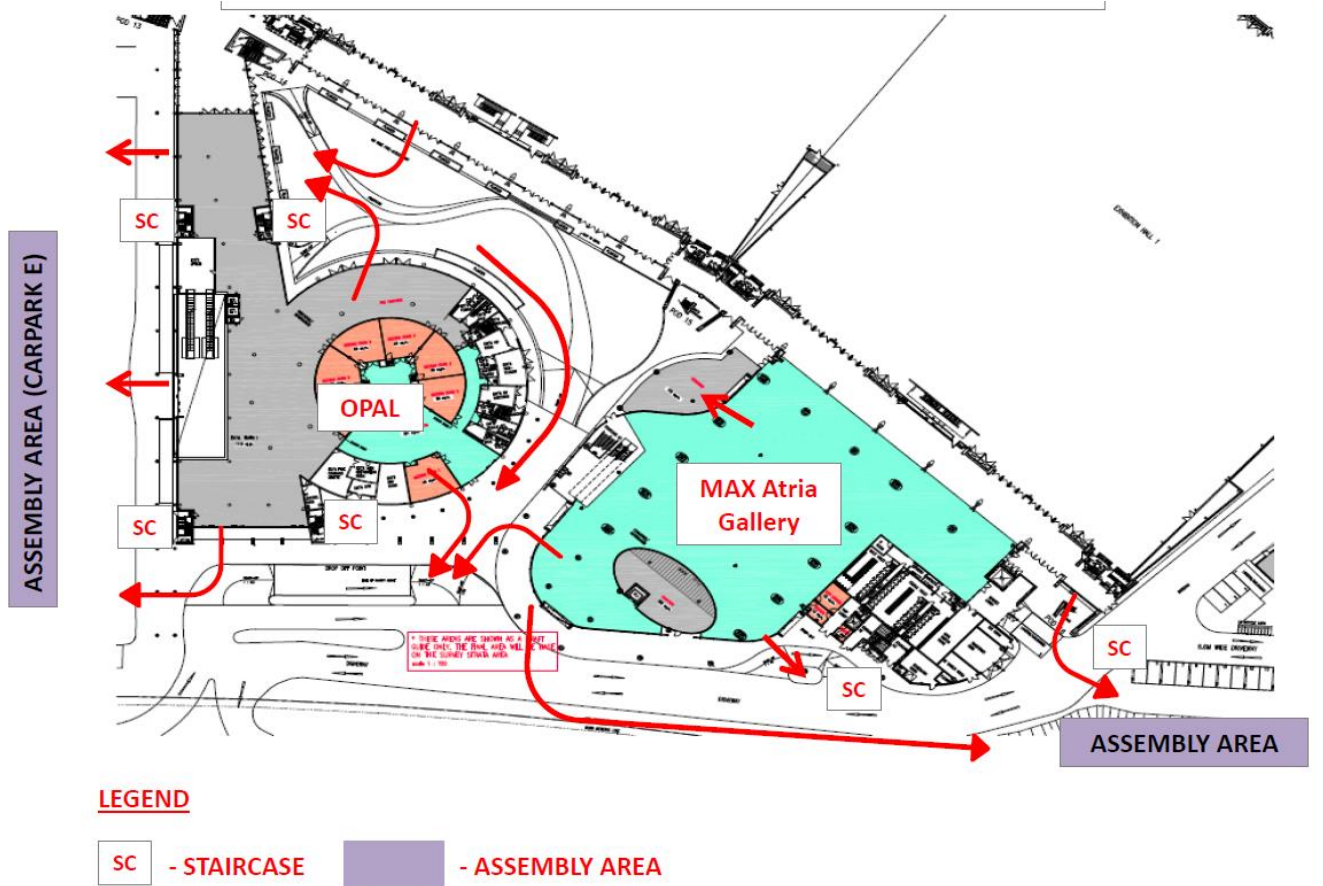
13.1 Fire Evacuation Plan

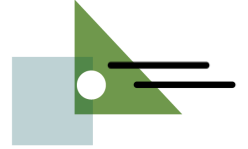
Plan 1 - Evacuation Routes and Assembly Areas



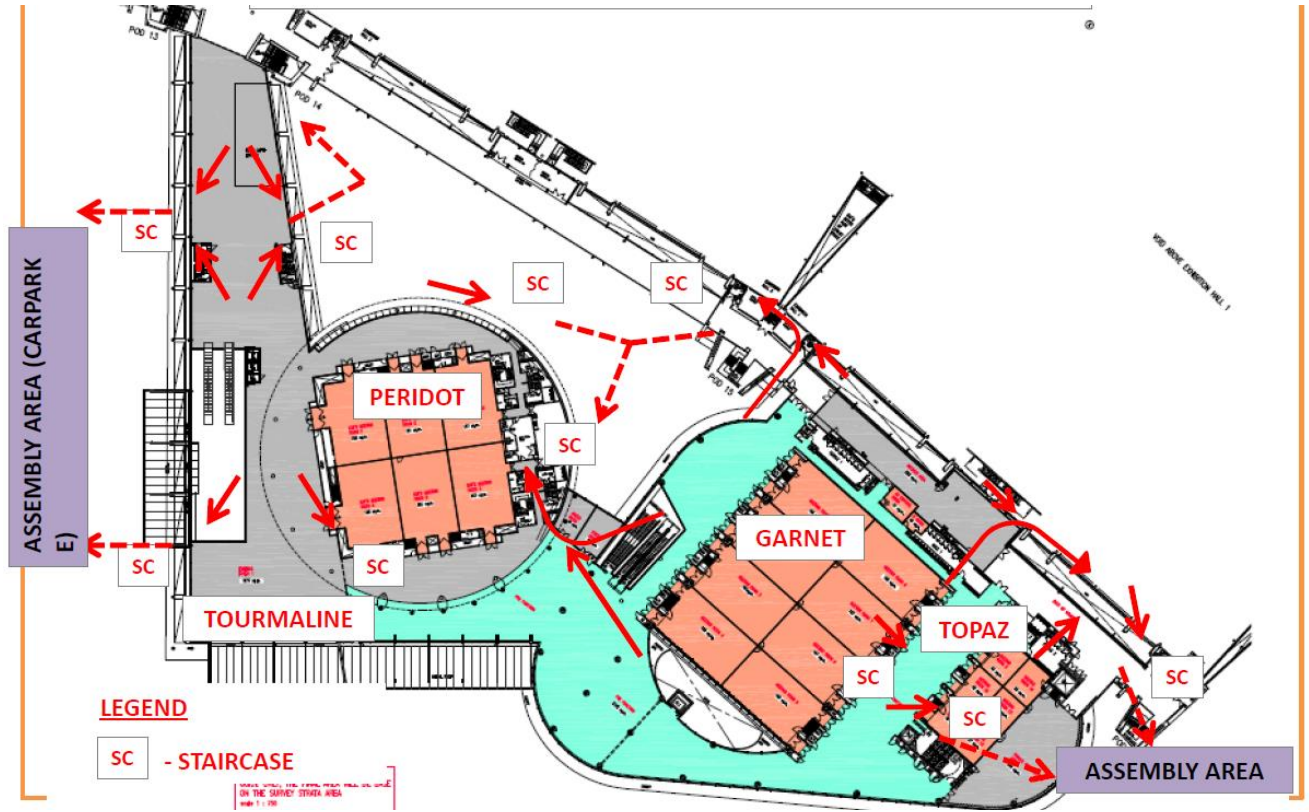


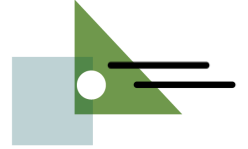
Fire Evacuation Plan for Max Atria (Level 1)





Fire Evacuation Plan for Max Atria (Level 2)





Fire Evacuation Plan for Max Atria (Roof)

