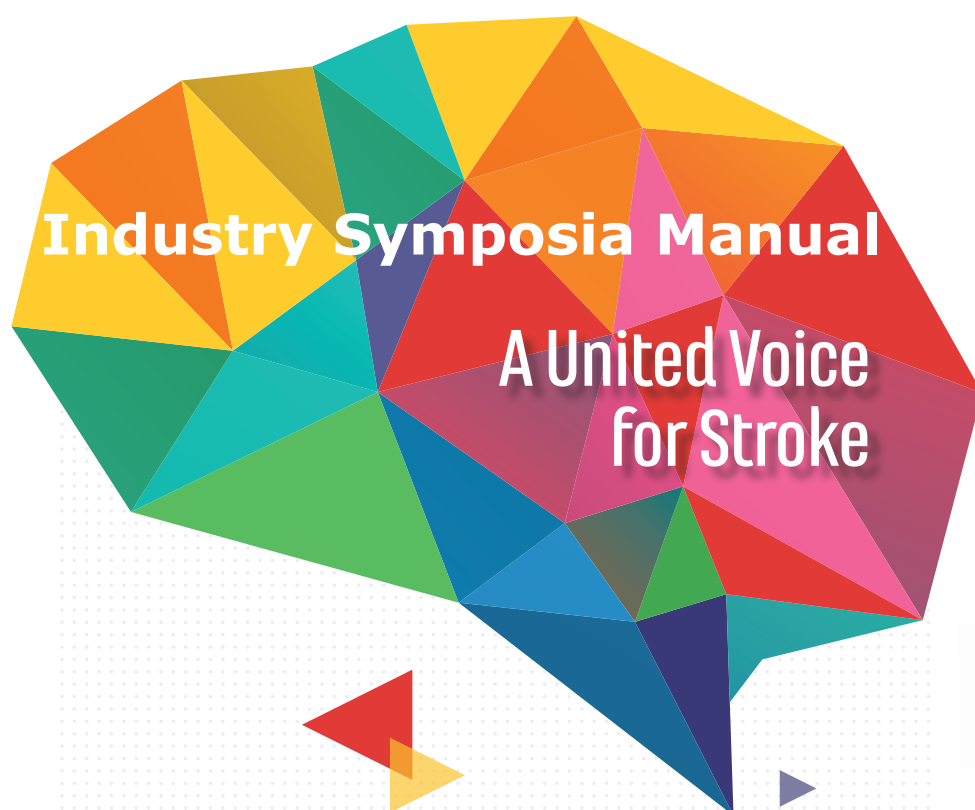




# ESO-WSO CONFERENCE

Jointly Organised by the European Stroke Organisation &  
the World Stroke Organization



**Industry Symposia Manual**

**A United Voice  
for Stroke**

# VIENNA

**7-9 NOVEMBER 2020**



[www.eso-wso-conference.org](http://www.eso-wso-conference.org)

23 March 2020

Updated 31 March 2020

Dear Supporter,

We are pleased to present you with the **updated** ESO-WSO 2020 Industry Symposia Manual. ESO-WSO 2020 is the first ever *joint* European Stroke Organisation and World Stroke Organization Conference, originally scheduled to take place in Vienna from 12-15 May 2020. Due to the latest developments regarding the COVID-19 outbreak, it has been decided to postpone the ESO-WSO 2020 Conference.

**The new dates for ESO-WSO 2020 are 6-9 November 2020.** Friday, 6 November is considered a Pre-Conference Day ([click here](#) for further information).

The conference will take place at the same venue, **Austria Center Vienna**. Venue address:

*Bruno-Kreisky-Platz 1*

*Vienna*

*Tel.: +43-1-260 69-0*

*Venue website: <https://www.acv.at>*

This manual covers important information and is designed to assist in preparing for your Symposium. We trust that you will find it helpful and suggest that you read all the information presented. It will take you very little time now and could save you a great deal of time later.

**Please forward this manual to everyone who is working on this project.**

### **Exhibitors and Supporters Portal**

Each supporter will receive an e-mail with login details to access the Portal. The Portal enables supporters to:

- Submit a company logo and profile
  - Submit deliverables as per contract
  - Order lead retrievals/scanners
- The login details will be sent to the person signing the contract. This person is responsible for passing on the login details to third party if needed.
  - Access to all Portal services will be available only after submission of your company profile and logo.
  - Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

Lastly, Kenes Group is offering participants and supporters special rates for various hotels in Vienna. Information, pictures, location and rates are available on the hotel accommodation page ([click here](#)) or email us at [booking@kenes.com](mailto:booking@kenes.com) (Kindly also refer to page 19 of this manual and review the section with our advise and recommendations on green practice and consider the environment when planning your travel).

We look forward to welcoming you in Vienna and wish you a successful Symposium.

Warm regards,

Sharon Gamliel

Industry Coordinator

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## Section 1: Symposium Related Contact Information

### Kenes Contacts:

#### Conference Organiser

##### **Kenes Group**

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

Fax: +41 22 906 9140

E-mail: [dmiteva@kenes.com](mailto:dmiteva@kenes.com)

#### Hotel Sales Manager

##### **Irina Sapir**

Tel: +41 22 908 0488 Ext: 998 | E-mail: [isapir@kenes.com](mailto:isapir@kenes.com)

#### Industry Coordinator

##### **Sharon Gamliel**

Tel: +41 22 908 0488 Ext: 562 | E-mail: [sgamliel@kenes.com](mailto:sgamliel@kenes.com)

#### Audio Visual Coordinator

##### **Mike Perchig**

E-mail: [nest@nest-av.com](mailto:nest@nest-av.com)

#### Industry Liaison & Sales - Team leader

##### **Judit Gondor**

Tel: +41 22 908 0488 Ext: 531 | E-mail: [jgondor@kenes.com](mailto:jgondor@kenes.com)

#### Registration Specialist

##### **Maya Smith**

Tel: +359 2 4652893 | E-mail: [msmith@kenes.com](mailto:msmith@kenes.com)

#### Senior Exhibition Manager

##### **Michal Lelcuk**

Tel: +41 22 908 0488 Ext: 523 | E-mail: [MLelcuk@kenes.com](mailto:MLelcuk@kenes.com)

#### Product Marketing Coordinator

##### **Emiliya Georgieva**

Tel: +41 22 908 0488 Ext 297 | E-mail: [egeorgieva@kenes.com](mailto:egeorgieva@kenes.com)

**Contractors:****Catering****Motto Catering GmbH**Motto Catering Online Order Form: [shop.motto-catering.at](https://shop.motto-catering.at)E-mail: [webshop@mottogroup.at](mailto:webshop@mottogroup.at)

Tel: + 43 1 585 2303 20 [During working days and office hours: 9am-5pm]

Catering is **exclusive** to *Motto Catering GmbH*.**Onsite Logistic Agent, Material Handling & Customs Clearance Agent****Merkur Expo Logistics GmbH****Zehavit Akerman**

Tel: +49 6173 966 95 28

Mobile: +972 52 511 4982

E-mail: [Akerman@merkur-expo.com](mailto:Akerman@merkur-expo.com)*Merkur* is the **exclusive** handler inside the venue.**Hostesses & Temporary Staff Hire****Impacts Catering Solutions GmbH****Katharina Buresch**

Tel: +43 1 402 0808 310

Mobile: +43 664 886 37 534

E-mail: [buresch@impacts.at](mailto:buresch@impacts.at)Website: [www.impacts.at](https://www.impacts.at)**Branding of Headtable & Lectern/Rollups/Graphics/Signage/Printing Services****cPoint GmbH**

Tel: + 43 1 319 69 99 6

E-mail: [info@cpoint.services](mailto:info@cpoint.services)Website: [www.cpoint.services](https://www.cpoint.services)

## Section 2: Deadlines Table

Action Item (Please refer to your signed contract)	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	Irina Sapir <a href="mailto:isapir@kenes.com">isapir@kenes.com</a>
Payment of Invoice Balance	Must be received in full one week prior to the Conference	Pazit Hochmitz <a href="mailto:phochmitz@kenes.com">phochmitz@kenes.com</a>
Symposium Final Programme (for approval by Scientific Committee)	Thursday, 13 August	Via Exhibitor Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a> Each supporter has received login details to access the Exhibitor's Portal. For queries please contact <a href="mailto:sgamliel@kenes.com">sgamliel@kenes.com</a>
Advertisement inside the E-Programme book	Thursday, 10 September	
Promotional E-mail Blast (Exclusive)	Thursday, 24 September <i>Content received after the deadline may be processed for an additional fee of € 500.</i>	
E-Advertisement in the Mobile App	Thursday, 24 September	
Text for Push Notifications	Monday, 5 October	
<b>Badge Scanner/ Lead Retrieval System</b> 	Monday, 26 October	Emiliya Georgieva <a href="mailto:egeorgieva@kenes.com">egeorgieva@kenes.com</a>
Placing orders for Voting/Recording/ 'Ask the Speaker' and other Technology Products and Services 	As early as possible and no later than Thursday, 24 September <i>Orders received after the deadline will incur rush fees</i>	
Branding of Headtable and Lectern/ Rollups/ Signage/ Printing Services/ Graphics	Friday, 9 October <i>Artwork should be submitted before <b>Friday, 16 October</b></i>	cPoint GmbH <a href="mailto:info@cpoint.services">info@cpoint.services</a>
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms	Thursday, 15 October	Mike Perchig <a href="mailto:nest@nest-av.com">nest@nest-av.com</a>
Hostesses & Temporary Staff Hire	Friday, 23 October	Katharina Buresch <a href="mailto:baresch@impacts.at">baresch@impacts.at</a>
Catering Services	Friday, 30 October <i>Orders received after the deadline might incur additional fees and items availability might not be guaranteed.</i>	Motto Catering Webshop: <a href="http://shop.motto-catering.at">shop.motto-catering.at</a> <a href="mailto:webshop@mottogroup.at">webshop@mottogroup.at</a>
<b>Shipping &amp; Material Handling Services</b>		
Door to door	Please contact Merkur	Zehavit Akerman <a href="mailto:Akerman@merkur-expo.com">Akerman@merkur-expo.com</a>
Airfreight shipments		
Shipment via <b>Germany</b> warehouse	No later than Thursday, 29 October	
Direct to the Venue	Thursday, 5 November from 10:00	

## Section 3: Industry Symposia Timetable

### Saturday, 7 November 2020

Company Name	From	To	Location
Boehringer Ingelheim – NOACs	12:45	13:55	Hall C
Bayer	12:45	14:15	Hall E1
Abbott Laboratories	12:45	14:15	Hall E2
**Reserved**	12:45	14:15	Hall F
Boehringer Ingelheim – Acute Stroke	12:45	14:15	Hall G

### Sunday, 8 November 2020

Company Name	From	To	Location
Biogen	12:45	14:15	Hall B
EVER Neuro Pharma	12:45	14:15	Hall C
Amgen	12:45	14:15	Hall E1
Daiichi Sankyo	12:45	14:15	Hall E2
Angels Initiative	12:45	14:15	Hall F
Medtronic	12:45	14:15	Hall K
**Available Slot**	12:45	14:15	TBA

### Monday, 9 November 2020

Company Name	From	To	Location
AstraZeneca	12:45	13:45	Hall B
**Available Slot**	12:45	13:45	Hall C
Portola Pharmaceuticals	12:45	13:45	Hall E1
**Available Slot**	12:45	13:45	Hall E2
**Available Slot**	12:45	13:45	Hall F
**Available Slot**	12:45	13:45	Hall K

Timetable and halls are subject to changes. The most updated timetable is published on the Conference website under the *Industry* section.

### Important notes:

- Industry Symposia are not included in main Conference CME/CPD credit.
- We recommend arriving early to set up the hall prior to the start of your Symposium. A member of the Kenes Operational team will be available should you need any assistance.
- Handouts can be distributed at the entrance to the Symposium hall; however, it is NOT permitted to place material on the chairs inside the hall. Kindly refer to page 19 of this manual and review the section with our advise and recommendations on green practice and consider the environment when planning your symposium.
- Printed tent cards placed on the head table are allowed and should be produced and provided by Supporter.
- We ask presenters to follow the time schedule precisely in order that the day's events may run smoothly. An updated scientific timetable can be found on the [ESO-WSO 2020 Conference Website](#).



### Catering

- Food and drinks can be taken into the symposium halls (excluded hot dishes).
- Please take into consideration that a “grab & go” style lunch will be served in the Exhibition hall simultaneously to the Industry Supported Session (included in the registration fee); therefore, we recommend serving lunchboxes or any kind of refreshments of your choice at the entrance to the symposium hall.
- Additional charge of €250 +VAT (if applicable) will be applied for cleaning the hall immediately following the session (mandatory service).
- If you are planning to have catering/lunch boxes together with the symposium, it is recommended to indicate in all publications that lunch/refreshment will be served as long this is not contradicts the supporter’s internal compliance policy.
- Catering is **exclusive** to **Motto Catering GmbH** and should be ordered in advance. Supporters who wish to order food and beverages for their symposium, meeting/hospitality room or exhibition booth, are welcome to do so directly with **Motto Catering GmbH**:
- Motto Catering webshop: [shop.motto-catering.at](https://shop.motto-catering.at)  
E-mail: [webshop@mottogroup.at](mailto:webshop@mottogroup.at)  
Tel: +43 1 5852303 20 [During working days and office hours: 9am-5pm]
- Kindly place your order in advance and no later than **Friday, 30 October**.  
Orders received after the deadline might incur additional fees and items availability might not be guaranteed

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### Speaker’s Expenses

*As indicated in the sponsorship agreement, the supporting company, in addition to the support fee, must cover all speakers’ expenses, including registration fees, accommodation and travel expenses. This also applies in the case where the Sponsored Symposium speakers have already been invited by the Conference.*

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### Technical Rehearsal

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Conference Audio Visual Coordinator, Mike Perchig at: [nest@nest-av.com](mailto:nest@nest-av.com)



A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability and rehearsal requirements.





## Section 4: Symposia Session Halls

Symposia Halls - Technical Details				
Hall Name	Location	Hall Capacity	Hall Layout	Stage
Hall B	Red level - level +2	660	Theatre	Fixed stage (50sqm)
Hall C	Red level - level +2	660	Theatre	Fixed stage (50sqm)
Hall E1	Yellow Level - Level 0	500	Theatre	Fixed stage (35sqm)
Hall E2	Yellow Level - Level 0	500	Theatre	Fixed stage (35sqm)
Hall F	Yellow Level - Level 0	1100	Theatre	Fixed stage (73sqm)
Hall G	Brown Level - Level -2	400	Theatre	Fixed stage (50sqm)
Hall K	Brown Level - Level -2	400	Theatre	Fixed stage (50sqm)

Head Table in All Halls	
<ul style="list-style-type: none"> <li>➤ Head table Dimensions: 2 x table modules. Dimensions of each table: W 140 x H 73 x D 60 cm</li> <li>➤ Each table has two A2 advertising spaces. Dimensions of each space: W 42 x H 59.4 cm (A2)</li> <li>➤ Foam board (10mm recommended) or similar rigid material is recommended for branding.</li> <li>➤ Any branding done will need to use double-sided Velcro (not tape or glue that will leave residue).</li> <li>➤ For branding options, you may contact cPoint. Contact details can be found on page 4 or 5.</li> </ul>	<p>Sufficient seating for up to <b>4 persons</b></p> 
<ul style="list-style-type: none"> <li>➤ Lectern Dimensions: W 91 x H 120 x D 72 cm</li> <li>➤ Advertising Spaces: W 46 x H 80.5 cm</li> <li>➤ Foam board (10mm recommended) or similar rigid material is recommended for branding.</li> <li>➤ Any branding done will need to use double-sided Velcro (not tape or glue that will leave residue).</li> <li>➤ For branding options, you may contact cPoint. Contact details can be found on page 4 or 5.</li> </ul>	

The general stage setting in all halls includes 1 speaker lectern and a head table accommodating up to **4 persons**. For alternative/additional arrangements (fees may be incurred) please contact Sharon Gamliel at: [sgamliel@kenes.com](mailto:sgamliel@kenes.com)

**Branding the head table and Lectern is optional and should be arranged in advance by the sponsoring company.**

## Location and Layout

Please click on each level for full floor plan in pdf format:

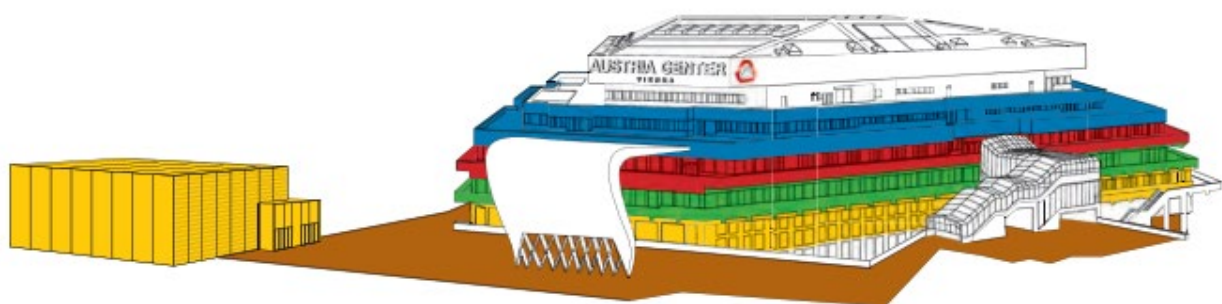
[Brown level \(Level -2\)](#)

[Yellow level \(Level 0\)](#)

[Green level \(Level 1\)](#)

[Red level \(Level 2\)](#)

[Blue level \(Level 3\)](#)





## **Audio-Visual (AV) Equipment**

### **Hall F:**

- 2 x front projection screens, image of H4 X W7 meters approx. each.
- 2 x Data projectors, at least 10000 ansi-lumens each, incl. all the required cabling.
- 40" Confidence monitor in front of the head table, showing the same PowerPoint image as being projected on the main front projection screens.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 7 wired microphones (2 head table, 1 lectern, 4 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems.

### **Halls B, C, E1 & E2 - in Each:**

- Front projection screen, image of H3.3 X W6 meters approx.
- Data projector, at least 7500 ansi-lumens, incl. all the required cabling.
- 40" Confidence monitor in front of the head table, showing the same PowerPoint image as being projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 6 wired microphones (2 head table, 1 lectern, 3 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems



## Halls G & K - in Each:

- 2 x front projection screens, image of H2.25X W4 meters approx. each
- 2 x Data projectors, at least 4000 ansi-lumens each, incl. all the required cabling.
- 40" Confidence monitor in front of the head table, showing the same PowerPoint image as being projected on the main front projection screens.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Laser pointer ( as back-up, we recommend using the cursor of the laptop computer as a pointer ).
- P.A. (sound) system, which covers the hall and the stage, including 6 wired microphones (2 head table, 1 lectern, 3 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems

## Presentations Upload

Please approach the Onsite Speakers' Ready Room at **least 4 hours before your session** in order to upload the slides.

We strongly recommend visiting the [Technical Requirements and Instructions for Oral Presenters](#) page to prepare your slides accordingly.

- Please note that **Presenter mode** will not be available during your presentation. Please print your notes in advance or come to the Speaker Ready Room and we will print them for you.
- If your session is recorded (webcasting or live streaming), please note you must use the conference computers.
- You may use your own computer for the presentation. Please bring your computer to the session hall where your lecture is taking place during one of the breaks prior to your session, and at least 1 hour before the start of the session.

Onsite Speakers' Ready Room opening hours will be published on the [Technical Requirements and Instructions for Oral Presenters](#) page.



## Section 5: Symposium Promotion

Due to CME/CPD accreditation criteria for this Conference, the following rules apply:

- **Conference banner** should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilise the main event marketing look and feel.
- When promoting your symposium, please always indicate on any of your promotional materials **“This session is not included in the main event CME/CPD credit”**
- When promoting your symposium, you are allowed to use the phrase: **“Official symposium of the European Stroke Organisation and World Stroke Organization Conference”**, which will take place in Vienna, Austria on 6-9 November 2020.

In addition, it is not permitted to use the **ESO or WSO logo** on any of the symposia materials.

### Symposium Title and Programme

Please re-submit the final symposium programme via the Exhibitor Portal as early as possible and no later than **Thursday, 13 August**. The proposed programme should include:

- Symposium title
- Chair(s) details: name, country and e-mail address
- Topics/lecture titles + Speakers details: name, country and e-mail address
- Please specify the symposium date, time and hall name

In case of changes to your symposium title or programme, please contact the Industry Coordinator at: [sgamliel@kenes.com](mailto:sgamliel@kenes.com).

### E-Programme book Advert

Supporters who are entitled to an advert inside the E-Programme book as per their signed contract are required to submit the advert via the Exhibitor Portal no later than **Thursday, 10 September** according to the following specifications:

PDF format

E-Book Size: 210mm Width x 297 mm Height (bleed is not necessary)

In addition to this format, always deliver a digital light version of the PDF for the iPad version.

- All single pages (also for the 2 page spreads).
- If you generate the PDF from Indesign always choose 'Compatibility Acrobat 5 (pdf 1.4)' when you export.
- The color profile has to be RGB (Adobe RGB 1998) and the pictures needs to be 150 dpi (resolution of the iPad is 132 dpi).
- The crop marks and cutting lines should not be visible or need to be switched off.
- If the advertisement must be clickable, please also provide the target URL.

When promoting your symposium, please indicate **“This session is not included in the main event CME/CPD credit”**



## Mobile App Advertisement

Should you be entitled to a mobile app advertisement as per your contract, please send the file as per specification below to the Industry Coordinator by email until **Thursday, 24 September**.

Email: [sgamliel@kenes.com](mailto:sgamliel@kenes.com).

File format: PNG or JPG (up to 2 MB)

Size:

Width: 1500 pixels

Height: 2000 pixels

We recommend avoiding using small text, so the advert can be readable when displayed on a mobile screen.

When promoting your symposium, please always indicate on any of your promotional materials “**This session is not included in the main event CME/CPD credit**”

## Push Notification

For supporters entitled to a push notification as per their signed contract, kindly submit the text by **Monday, 5 October** according to below guidelines:

- Message title: max **75** characters including spaces.
- Message body: max **250** characters including spaces; however, we recommend max of **140** characters including spaces
- Launch date and time: when submitting the text, please also indicate when you wish the push notification to be sent out. Push notifications will be sent out **only during breaks** in order not to disturb the participants who are inside the session halls. To view the list of breaks please refer to the [scientific programme](#). The final schedule will be determined closer to the conference, considering other push notifications. We will do our utmost to accommodate your request.

## Promotional Email Blast – Exclusive

For supporters entitled to an exclusive e-mail blast as per their signed contract, kindly submit the files by **Thursday, 24 September** via the Exhibitor Portal. Please [click here](#) to download the e-mail blast design requirements. These guidelines should be forwarded to your web-designer/programmer. Content received after the deadline may be processed for an additional fee of € 500.

## Symposium Signage (Optional)

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. The symposium signage should be produced by the supporter. Please refer to page 19 of this manual and review the section with our advice and recommendations on green practice and consider the environment when planning your symposium.

### 1. Session Hall Signage

#### ➤ Self-Standing Sign at the Entrance

One stand-alone sign to be placed at the entrance of the session hall 30 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign:  
***This session is not included in main conference CME/CPD credit***

#### ➤ Stage Banners

- 1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.
- Banner placed in front the head table facing audience. (For dimensions, please refer to Section 4: Symposium Session Hall).
- 1 x vertical sign placed in front of the speakers' lectern facing audience. (For dimensions, please refer to Section 4: Symposium Session Hall).

### 2. Self-standing signage in the Exhibition Area

The Supporter is entitled to place one sign (W85cm x H200cm) advertising the **Symposium on the day of the session only**. The sign may be placed in the *exhibition* area during exhibition opening hours. Please liaise onsite with the Industry Coordinator and Exhibition Manager.

For branding options and costs, you may contact **cPoint**. Contact details can be found on page 4 or 5.

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Please note:

Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.

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## Section 6: Miscellaneous Information

### Badges

Each supporter is entitled to 10 Symposium badges which allow access to the supporter's symposium only (individual names will not appear on the badges). Symposium badges can be collected 2 hours prior to the session from the Registration Desk and should be returned to the desk after the session ends.

### Wi-Fi

Complimentary Wi-Fi will be available at the Conference venue. Please be aware that public Wi-Fi capacity is always limited and therefore restricted to basic internet functionalities (email and web browsing activity). Should you require Wi-Fi or wired internet during your symposium, please submit your request in advance to the Conference Organiser **and specify the reason** in order to receive a quote.

Contact person:

Emiliya Georgieva

Tel: +41 22 908 0488 Ext 297

E-mail: [egeorgieva@kenes.com](mailto:egeorgieva@kenes.com)

**It is prohibited to deploy your own internet/Wi-Fi network. All unknown/nonapproved networks will be disconnected.**

### Meeting Rooms / Hospitality Rooms

Supporters interested in renting a meeting room during ESO-WSO 2020 Conference should contact Industry Liaison & Sales, Ms. Judit Gondor at: [jgondor@kenes.com](mailto:jgondor@kenes.com)

### Parking (for car or small van – hand-carry items only)

The Austria Center Vienna car park is open 24 hours a day. The entrance height is limited to 2 meters. Please [click here](#) for full information regarding parking and costs.

Tel: +43 1 26069-0.

E-mail: [parken@acv.at](mailto:parken@acv.at)

### Waste Disposal

Please note that it is the supporter's responsibility to leave the symposium session hall in a clean and tidy manner once your symposium has finished. Any items such as leaflets, banners, roll-ups must be removed from the hall at the end of your session. Any discarded waste, including promotional material, left behind will be removed by the Conference organisers at the expense of the supporter concerned.

Kindly refer to page 19 and review the section with information on waste prevention and waste separation and our advice on green practice when planning your symposium.





## Section 7: Badge Scanner/Lead Retrieval System

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. Barcode readers may be rented in advance via the Exhibitors' Portal no later than **Monday, 26 October**.

### The Mini Scanner

- Pocket size
- Quickly capture lead information by scanning the barcode on attendees' badge
- Cost per unit - **€ 300 + 4% credit card charges**
- Available for the duration of the symposium only
- Note: no editing capabilities.



### Please Note:

- In light of the new data protection regulation recently enacted in Europe, Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).  
Kenes will not share delegates' personal data with third parties without their consent.  
Please note that similar to sharing a business card, presenting a delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that the company may contact them in the future.
- The barcodes on the delegates' badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

In order to reserve your Mini Scanner, please log into the Kenes Exhibitors' Portal

<https://exhibitorportal.kenes.com>

If further assistance is required to place your order, or you have not received your login details please contact the Exhibition & Industry Coordinator, Sharon Gamliel at [sgamliel@kenes.com](mailto:sgamliel@kenes.com)

## Section 8: Innovative Products for Industry Symposia

### Maximize your Participant Experience - Use our innovative technologies for your Symposium

Kenes is proud to deliver a wide variety of quality onsite technology products and services. We offer:

- **Webcasting, Synchronized Video/Audio/PowerPoint Recording, Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting with Keypads** and web-based interaction platforms such as: **Voting via the Conference app, Q&A via Conference App ('Ask the Speaker')** and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services in any language:** We can provide the traditional solution with local interpreters and hiring headphone receivers. Alternatively, we offer *app translation* with remote interpreters. In this case the participants stream the translation through an app on their smartphones.

We also provide tailor made customized solutions – [contact us](#) to make it happen!

For more onsite products opportunities and price quotes - [Click Here](#)

***PLEASE NOTE: All product solutions are offered exclusively by Kenes Group.***

*Please contact us to discuss your needs and our relevant solutions.*

Please submit your order by **Thursday, 24 September 2020**. Orders received after the deadline will incur rush fees.





## Section 9: Green Initiative

We are committed to carrying out this conference according to the Guideline of the Austrian Ecolabel for Green Meetings and Green Events. In this context we try to save resources, avoid waste, and act in an environmentally conscious way in all fields. **We kindly ask you to contribute to this initiative and take note of the following guidelines:**

### Information about travel:

- Take advantage of the good public connection to Vienna and the conference venue, Austria Center. On <http://www.oebb.at/en> you can easily book train tickets, whilst on <https://www.flixbus.com> you can book bus tickets. Look out for offers e.g. the “Sparschiene” tickets.
- You can find more information about the local public connections and how to reach the Austria Center at the following [link](#). Plan your trip with the [route finder of the Wiener Linien](#).
- You can purchase a personalised “Conference ticket” for all means of public transport in Vienna (except for the special airport transfer train) with 10% discount on the regular ticket price at the following [link](#). The link is active from 10 September until the end of the conference. Use your personalised ticket directly on your mobile device via the WienMobil app.
- If you come to the venue by car or plane, you can compensate your emissions here: [www.co2.myclimate.org](http://www.co2.myclimate.org) or any other platform.
- Other ideas: Organise carpools, use a bicycle to commute to the conference grounds or walk from your accommodation.

### Information about accommodation:

- We would appreciate it if you and your staff members spend the night in an environmentally certified hotel. You can directly contact our colleague Irina Sapir at [isapir@kenes.com](mailto:isapir@kenes.com), who will recommend you a certified hotel for your stay or accommodation within walking distance of the venue.

### Information on waste prevention and waste separation:

You are obliged to comply with the waste concept at this event. Please try to avoid as much waste as possible:

- Reduce the volume of the material to be transported and to be stored as far as possible.
- Use reusable, environmentally friendly decoration for your symposium. The materials for which the symposia organisers are responsible for (roll-ups, banners, etc.) must be re-usable and should be re-used.



- Any printed products of relevance to the event are to be produced according to the principle of minimum resource expenditure: small number of copies, small printing format, double-sided copies, replacement by electronic carriers, mail services, internet, apps etc.
- Avoid mass distribution of flyers or other printed matter, hand out printed matter only upon request, or give preference to electronic information transfer (e.g. indication of links for download, etc.). Reuse the remaining brochures at other events.
- If you are to print flyers or other materials, use 100% recycling paper or at least paper bleached completely without the use of chlorine (TFC) for the required printed matter, or commission a certified printing company with the printing job according to the guidelines of the Austrian Eco-label.
- Return your symposium badges/name tags at the registration desk after the symposium.

**Contact for questions regarding the Green Initiative:**

Dimana Atanasova, [datanasova@kenes.com](mailto:datanasova@kenes.com)



## Section 10: Shipping Instructions

Kindly note that *Merkur Expo Logistics GmbH* is the sole official on-site agent nominated by *Kenes Group* to handle all in/out shipments arriving to this Conference.

Contact details:

### ***Merkur Expo Logistics GmbH***

Ms. Zehavit Akerman

Tel: +49 69 747 848

Mobile: +972 52 511 4982

E-mail: [akerman@merkur-expo.com](mailto:akerman@merkur-expo.com)

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to the hall/exhibition-stand, forklifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the Conference. Please follow the instructions closely.

The shipping instructions includes:

- Shipping Instructions
- Tariff
- Material Handling Form
- Shipping Labels

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the official shipping agent with the following information prior to shipping:

1. Number of pieces (pallets, boxes, cartons, etc.)
2. Way of transport (road freight, currier services, airfreight, ocean)
3. Airway bill number

Supporters may choose to use their own services to deliver their goods to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

*Merkur* has the responsibility of receiving and handling all materials for a fee as published on the “Tariff” section at the end of this manual. Handling rates are based on the incoming weight of shipments. ***Merkur must have payment before forwarding freight.***

In order to receive a price quote for handling and to assure arrival of your materials, please be sure to complete the “Pre-advise” form included in the shipping instructions.



**Shipments sent directly to the venue prior to Thursday, 5 Nov will be refused by Austria Center Vienna.**

## Insurance of Goods

All cargo should be insured from point of origin.

To view the **full ESO-WSO 2020 Conference Shipping Instructions**, including Tariffs, Material Handling please select the relevant links:

- [Shipping Instructions](#)
- [Tariff](#)
- [Material Handling Form](#)

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Shipping Labels must be attached to all boxes. Please [click here](#) for Shipping Labels

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

For any questions/clarifications, please contact Ms. Zehavit Akerman from *Merkur*

Tel: +49 69 747 848

Mobile: +972 52 511 4982

E-mail: [Akerman@merkur-expo.com](mailto:Akerman@merkur-expo.com)