

Exhibition Technical Manual

Dear Exhibitor,

We are pleased to share with you this Exhibition Technical Manual, that contains important information designed to assist you in preparing for the **WCP 2024** Exhibition.

The Exhibition will be held as part of the **24th WPA World Congress of Psychiatry** in Mexico City, from the **14th to the 17th of November 2024** at the WTC (Centro Internacional de Exposiciones y Convenciones WTC), **Mexico DF**.

Please read this manual **thoroughly** as it provides **important** information and is designed to assist you in preparing for WCP 2023 Exhibition.

Please forward this manual to everyone working on this project, including your stand builder. The Exhibitors' Portal enables Exhibitors and Supporters to:

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

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

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

Notes:

- ***One user per company*** – the login details have been sent to the contact person who signed the contract. This person is responsible for passing on the login details to any third party if needed.

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

Congress Organizer: WPA & Kenes Group

Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488

Registration

Ms. Nerea Esteban
Kenes Group
Email: nesteban@kenes.com

Exhibition Manager

Ms. Oana Giurgiu
Kenes Group
Email: ogiurgiu@kenes.com

Sponsorship and Exhibition Sales

Ms. Bilyana Hristova
Kenes Group
Email: bhristova@kenes.com

Hotel Accommodation

Ms. Karen Resnick
Kenes Group
Email: kresnick@kenes.com

Freight Handling & Onsite Logistic Agent

Merkur Expo Logistics

Mrs. Irit Sofer

Email: Irit.Sofer@merkur-expo.com

Contractors:

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

Sist Expo

Ms. Vanessa Aguilar/ Mr. Ricardo Collazo

Email: ventas1@sistexpo.com.mx / rcollazo@sistexpo.com.mx

Tel +52 (55) 9348 3689

For order form please click [here](#).

Rigging / Catering Parking / Security

Please contact WTC at: carlos.santibanez@originago.com
[/veronica.cabrera@originago.com](mailto:veronica.cabrera@originago.com) /
modulodeservicios2@originago.com

Congress Website

For updated information regarding [WCP24 Congress](#), please visit the [website](#). **Venue Address:**

Filadelfia S/N, Col. Nápoles

Benito Juárez, ZIP 03810 – Ciudad de México, México

How to get to WTC

Action Item	Deadline	Contact Person
Hotel reservation for Staff	As soon as possible	https://hotels.kenes.com/congress/WCP24 or email us to: kresnick@kenes.com
Company logo and profile	As soon as possible and no later than Monday, September 9 th	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com Please contact: ogiurgiu@kenes.com for any query

Designed Booth Approval		
Text for Fascia (<i>Shell Scheme stands only</i>)	Friday, October 4th	
Lead Retrieval Wireless Barcode Reader	Friday, November 1st	
Badge Order	Friday, November 1st	
Furniture Rental	Friday, October 11th <i>Orders placed after the deadlines are subjected to surcharges</i>	Sist Expo (official builder) Ms. Vanessa Aguilar/ Mr. Ricardo Collazo Email: ventas1@sistexpo.com.mx / rcollazo@sistexpo.com.mx Tel +52 (55) 9348 3689 For order form please click here.
Shell Scheme Extras		
Graphics/Signage		
Telecommunications and AV Equipment (<i>Screens, Laptop, Desktop</i>) Power		
Rigging ('space only' stands)	Friday, October 11th <i>Orders placed after the deadlines are subjected to surcharges</i>	Centro Internacional de Exposiciones y Convenciones WTC Mr. Carlos Santibañez / Ms. Veronica Cabrera Email: carlos.santibanez@originago.com / veronica.cabrera@originago.com
Daily Booth Cleaning		
Security		
In-booth Catering	Friday, October 11th <i>After this date, orders can be placed only on-site at the "Service Module" (located in the Main Lobby)</i>	Centro Internacional de Exposiciones y Convenciones WTC Ms. Veronica Cabrera Email: veronica.cabrera@originago.com / modulodeservicios2@originago.com
Hostesses & Temporary Staff Hire	TBA	Please contact: ogiurgiu@kenes.com
Delivery		
Door to Door Shipments	Please contact MERKUR	MERKUR: Mrs. Irit Sofer irit.sofer@merkur-expo.com International shipping: ROCK IT GLOBAL – Trade Shows tradeshowsmx@rockit.global Tel: +5255 5280 1279 Click here for shipping instructions
Shipment via Advance Warehouse		
Air freight Shipments – Arrival to Mexico City Intl/MEX OR NLU Airport	No later than Monday, November 4th	
Truck freight – Arrival to Laredo Tx.	No later than Monday, October 28th	
Exhibition goods – Direct Deliveries to Congress Venue	Subject to time slot, only full load trucks NB! Please note there should be a person from your side to receive your Deliveries.	

Exhibition Hours		
Exhibition Set-up*	Wednesday, 13 Nov	09:00 – 21:00 Space only set-up 14:00 – 21:00 Shell scheme set-up
	Thursday, 14 Nov	08:00 – 13:00 Space only & Shell scheme set-up 13:00 – 16:45 Decoration Only (no hard build allowed)
Exhibition Opening Hours	Thursday, 14 Nov	17:00 – 20:00 (end of welcome reception) <i>19:00 – 20:00 Welcome Reception</i>
	Friday, 15 Nov	09:30 – 16:30 <i>10:15 Coffee break</i> <i>15:45 Coffee break</i>
	Saturday, 16 Nov	09:30 – 16:30 <i>10:15 Coffee break</i> <i>15:45 Coffee break</i>
	Sunday, 17 Nov	09:30 – 13:30 <i>10:15 Coffee break</i>
Dismantling / Breakdown*	Sunday, 17 Nov	13:45 – 22:00

***During set-up and dismantle, it is not allowed to wear sandals, or other soft shoes. Only closed shoes, sport shoes or boots are permitted.**

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

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

***During set-up and dismantle, it is not allowed to wear sandals, or other soft shoes. Only closed shoes, sport shoes or boots are permitted.**

Please Note:

- Empty crates and packaging material must be removed after set-up and no later than **Tuesday, Thursday, 14 Nov at 15:45.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

Off Exhibition Information

- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.
- Dismantling of the booths before the official closing of the exhibition is **not permitted.**
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Sunday, Nov 17th at 22:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

Welcome Reception at The Exhibition Area

On **Thursday, November 14th**, you are cordially invited to the **Welcome Reception** held in the **Exhibition Hall** (Mexico 2, Level 2) from **19:00**. Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall. The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

To access the exhibition floor plan and see the location of

each booth, please [click here](#)

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

- All exhibitors are required to be registered and will receive a badge displaying the name and the exhibiting company. Exhibitor badges will be given as per your contract.
- Two exhibitor badges will be given for the first 9 sqm booked and one additional badge for each 9 sqm after.
- Any additional exhibitor's badges will be charged an exhibitor registration fee of **190 USD**.
- Companies can purchase a maximum number of exhibitor registrations as follows:
 - ✓ Stands of up to 60sqm – 15 exhibitor registrations
 - ✓ Stands larger than 60sqm – 25 exhibitor registrations
- The Exhibitors badges allow access to the exhibition area, refreshments, and Welcome Reception.

Additional Exhibitor badges can be ordered online via reg_wcp24@kenes.com (Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge).

Deadline: **Friday, November 1st**

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

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and should not be used by companies to bring visitors to the Exhibition. Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

REGISTRATION OF STAND PERSONNEL

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

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

The venue's security service will check your ID for their records of builders access and exit.

The access is via the entrance for the Main Dock.

Address: Dakota 149, Col. Nápoles, Alcaldía Benito, Juárez, CDMX ZIP 03810

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

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

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **"Quick Scan" Function:** Ability to quickly scan delegates as they enter the symposium hall.
- **Instant Access:** Get real-time lead information for

immediate engagement.

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

Cost per unit: USD 700 (excluding 4% credit card charges fees, excluding VAT if applicable).

Device is NOT included!

Deadline: 2 weeks prior to the Congress

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

Unlock the Power of K-Lead Plus:

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you’re always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: USD 750

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

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

- Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.
- Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.
- Easy Reservation: Secure your Wireless Barcode Reader in the Exhibitor's Portal <https://exhibitorportal.kenes.com>
- GDPR Compliance: We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.
- By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to [Data Processing Agreement](#).

How to order K-Lead and K-Lead Plus? = Please access the **Exhibitor's Portal** <https://exhibitorportal.kenes.com>
Exhibition Area: The exhibition will be held in Mexica 2 Hall, which is located on the Second level.

Please click [HERE](#) for exhibition hall visuals and Virtual Tour!

- **Maximum build up height** allowed is **3,5 meters** (the hall height is 6 meters).
- Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.
- Shell scheme stand build up is **2,5 meters**.
- Any part facing neighboring booths that is above 2.5m in height needs to be **designed with neutral Surfaces** (white).

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

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

Floor:

Floor type: carpeted (grey color)

Maximum floor load: 1500 kg/sqm

Exhibitors who want to have carpeted floor (other than the default one at the venue) are requested NOT to damage the existing carpet.

Mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

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

Fixing of floor covering to the hall floor may only be carried out using approved tape.

Ceiling Hanging / Rigging / Suspensions

Ceiling hanging is permitted. Please contact **WTC** for availability and price quotations as it is an exclusive service to them.

Kindly note that the hanging points are spread randomly throughout the Exhibition Hall and may not be available above your booth location.

– Stand builders **cannot** hang any item directly to the venue ceiling \hanging points.

– **WTC** needs to build pre-rigging in order to provide a hanging point.

Important: maximum weight is 150 kg per point.

For rigging, please contact WTC at:
carlos.santibanez@originago.com /
veronica.cabrera@originago.com /
modulodeservicios2@originago.com

Please send your **BOOTH PLAN** for approval by **Friday, October 4th** via the **Exhibitor's Portal**.

For enquiries, please contact the Exhibition Manager. E-mail: ogiurgiu@kenes.com

Raised Floor / Platform

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

Water connections are NOT available in the exhibitor hall.

Waste Removal

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

Please do not leave any visible valuable articles at your

stand.

Please note we will have a security guard at night from the moment the exhibition is closed until the following day when we open.

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

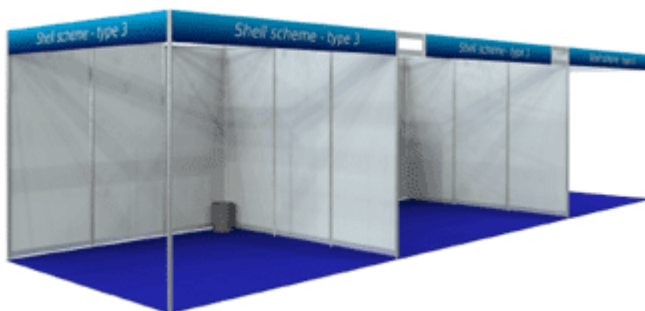
To ensure the smooth and efficient installation and dismantling of your booth, Sist Expo has been nominated as the **official stand contractor** for WCP 2024 Congress.

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

- Shell Scheme Panels – **Panel Size: 97 x 241 cm.**
- Company name on Fascia board printed in standard lettering and booth number
- 3 clip lights including basic power (1KW, 2 electric outlets)
- Venue's default carpet (grey color)

Booth Package does not include:

- Furniture
- Stand cleaning
- Other electricity than the basic power included in the package



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

For **rigging, cleaning, in booth catering, extra security at the booth**, please contact WTC at:
carlos.santibanez@originago.com
/
veronica.cabrera@originago.com /
modulodeservicios2@originago.com

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

Fascia Sign

Letters will be printed in uppercase, medium Helvetica font with measures of 10cmH with a maximum of 20 characters; from 21 to 40 characters will be 5cmH.

Please submit lettering for fascia via the Exhibitor's Portal by **Friday, October 4th**

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

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

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

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

Technical Information and Regulations for Shell Schemes Booths

- All basic shell scheme booth will be designed and built by the **Sist Expo** – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward

it together with clear instructions to the official stand contractor and the Exhibition Manager before **Friday, October 4th**.

- No free-standing stand-fitting or display(s) may exceed a height of **5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying **a booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Friday, October 4th** – it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Shell scheme booths include the venue's default carpet. Please use the order form if you wish to order carpet.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact the **Sist Expo** – the official stand contractor – as per published deadlines (see section “Deadlines & Key dates”).

Space Only Booths

Exhibitors using independent contractors are required to submit the following, by **Friday, October 4th** for the organizer approval:

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

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

Deadline: Friday, October 4th

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

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

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



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

- **Multilevel** structures are **not permitted**.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- Screens or any kind of equipment to be shown or demonstrated may **not** be placed **directly on the edge** of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
- Any counter, desk etc. or device (i-pads, touch screens

etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).

- Coffee bars or other F&B-stations have to be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- The maximum building height for the top of all elements is **3,5 meters**.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- **Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.**
- **Any part facing neighboring stands that is above 2.50 m in height needs to be designed with neutral surfaces (white or grey).**
- **Ceiling Rigging is permitted and must be authorized in advance by the WTC. Please refer to section *“Hall Specifications and Important Technical Information”***

Kindly note:

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

smooth and well planned set up. Please contact the WTC to coordinate a visit.

Electricity and Electrical Installations for “Space Only” booths

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

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

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

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

Please note the following:

- Electricity supply from the neighboring stand is not allowed!
- WTC can provide electricity only from the electrical ducts on the floor.
- It is compulsory the use of plastic protector to hide electrical cables (at the exhibitors' expense).
- Electrical extensions ordered apart, will be supplied next to the electrical box and the exhibitor/ stand builder will have to place on the space they need them.

The WTC provides electric service in the Exhibition area during the official exhibition times only. At the end of the day, we recommend switching off your main electrical sources in order to save energy and not to occur any accidents

overnight.

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

In case that the stand builder brings their own electrical switchboard (it has to be connected to the **WTC** switchboard), it is mandatory to indicate which power line goes to the booth lights, in order that the booth manager knows which switch/button has to be turned off at the end of the day.

In case that you need 24h electrical connection for some devices (excluding booth general light), a second electrical switchboard will have to be ordered. Booth manager will have to make sure the general lights are turned off.

Booth Cleaning

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

For ordering daily stand cleaning, please contact WTC at:
carlos.santibanez@originago.com
[/veronica.cabrera@originago.com](mailto:veronica.cabrera@originago.com)

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

Internet & Wi-Fi

For wired internet and Wi-Fi connection please contact the Exhibition Manager at: ogiurgiu@kenes.com

Important:

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

the hall Wi-Fi coverage.

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

Complimentary Wi-Fi will be provided by the Congress during official Congress days at most areas.

This public Wi-Fi connection is limited for basic web browsing or checking emails.

Should you have any internet-based feature/device/activity at your stand (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your stand (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Note regarding technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

Security

Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area.

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

If you wish to hire security for your stand, contact WTC at:
carlos.santibanez@originago.com
[/veronica.cabrera@originago.com](mailto:veronica.cabrera@originago.com)

Booth Catering

Food & Beverages service is an **exclusivity** of the WTC.

Exhibitors who wish to order food and beverages for their stand are welcome to do so directly with the WTC.

If you would like to bring any coffee machine or barista, please contact **WTC**:

Email: veronica.cabrera@originago.com /
modulodeservicios2@originago.com

Important:

- It is not allowed to enter any kind of Food & Beverages including coffee machines from outside the venue.
- This exclusivity also includes all types of catering equipment such as coffee makers, juicers, popcorn machines, etc.
- The WTC reserves itself the right to add a charge for the entry of any F&B products not supplied by the venue (authorization is necessary from the venue)
- The exhibitor must consider the space available on the booth to store and display the requested deliveries.

In case to have any other doubt about F&B please contact WTC, to avoid misunderstandings once the event started.

Waste Removal

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

Storage

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

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

stands.

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

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

Once the event & dismantling are over, the WTC shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the WTC takes care of the removal of these items, it will be **charged to the exhibitor.**

Traffic Regulations

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

The maximum permitted speed on the exhibition grounds and parking areas belonging to the exhibition grounds is 20 km/h. Parking of vehicles is only permitted for a short time, and after being identified. Before moving or transporting loads on WTC's exhibition grounds and/or in the exhibition halls, exhibitors / customers or the companies commissioned by them shall enquire about permitted ground loads and the nature of the ground and surface and whether the respective area can be negotiated by vehicles. Forklifts may only enter the halls for the purposes of unloading or loading items. In this case, the permitted floor load (axle load) shown on the notices at the hall gates shall be observed. Engines are to be turned off while vehicles are being loaded or unloaded. Vehicles may not be parked or allowed to remain in the halls.

Access to the exhibition area

The delivery and removal of materials and goods for the exhibition stands is allowed only by the official freight

forwarder and their local agent.

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

Access for Deliveries

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

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

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

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

Accommodation

Kenes International is offering exhibitors specially reduced rates for various hotels around the **Congress** venue. Information, pictures, location and rates are available on the hotel accommodation page:

<https://hotels.kenes.com/congress/WCP24>

For **group booking** (10 rooms and more) please contact Ms Karen Resnick at: kresnick@kenes.com. Different payment and

cancellation conditions apply. **Entrance for the MAIN DOCK**

Entrance from the street: Address: Dakota 149, Col. Nápoles, Alcaldía Benito, Juárez, CDMX ZIP 03810

High entrance: **4.20 meters**



X4 Freight Elevator:

Size: W 1.50 x L 2.10 x H 2.50 m3

Capacity: 1,000 KG / 1.0 Tons

(Picture taken in Dock Area)



X5 Freight elevator

Size: W 2.50 x L 5.90 x H 3.00 m3

Capacity: 3,000 KG / 3.0 Tons

(Picture taken in Dock Area)



Please note that **MERKUR Expo Logistics GmbH** is the exclusive agent for move in and move out.

To ensure that traffic movement is as smooth and trouble free as possible, exhibitors will be allocated a time at which to unload.

It is imperative that unloading times are strictly adhered to and that vehicles are removed as soon as unloading is complete.

Parking during unloading is limited for short time only. All vehicles must be moved after unloading.

In the docks, the loading depends on the vehicle size: Private cars can stop between 15-20 minutes and Trucks and Trailers a maximum of 30 minutes (for loading/unloading).

Parking space is available, you can ask for more information and orders at: carlos.santibanez@originago.com / veronica.cabrera@originago.com

UNLOADING PROCEDURES

- Verify the access schedules of the platform area, the showroom(s) where the event will be held and the number of booths / stands.
- The vehicle to enter the platform area must stand in line in Dakota Street, next to the sidewalk and wait its turn, once it is near the Dakota's access (Dakota gate).
- At the Dakota access, CIEC WTC's and or PEPSI CENTER WTC Vehicular Control staff will ask The driver his name and the showroom to which he is headed. In order to verify the available platforms and assign one to the driver, the Vehicle Control staff will provide the driver with an authorization form which also indicates he has 30 minutes to carry out the unloading maneuvers.
- The form must be signed by the driver before entering the platform area.
- Parking your vehicle(s) in double or triple rows in the street is strictly prohibited as well as Obstructing house or building entrances near CIEC WTC's and or PEPSI CENTER WTC's facilities.
- Vehicles in double or triple lines will be towed without any liability to CIEC WTC and/or PEPSI CENTER WTC.
- In specific cases in which the vehicle needs to stay at the platforms for more than 30 minutes, in order to carry out the unloading maneuvers due to the amount or volume of its cargo, the Vehicle Control staff will evaluate the case and proceed to extend the vehicles

stay in the platforms.

- When the vehicle(s) in the platforms are not performing loading unloading maneuvers, the Driver will be prompted by the Vehicle Control staff to remove the vehicle immediately. If the Driver refuses or fails to remove the vehicle, the driver will be subject to a fine according to the valid (current) price list 16% VAT for each 15 minutes or fraction, for as long as he remains within the platform area.
- Once the unloading maneuvers are completed, the vehicle must be immediately removed from the platform area, only then can the cargo (materials, etc.) enter the corresponding showrooms and stands.

LOADING PROCEDURES

- Before taking the vehicle into the platform area, the booths and or stands must be dismantled in order to transport the material and equipment into the platform area.
- once the previous point has been completed, the Vehicle Control staff will assign a platform to the Exhibitor or Contractor (the staff will deliver a plastic covered paper with the platform number on it). Afterwards the Exhibitor and or Contractor shall head back to his vehicle and approach the Dakota access to wait for his turn.
- The platform area is a common area within the WTC complex, thus it cannot be assigned per event: it is shared at all times in order to supply all the operational areas.
- CIEC WTC and or PEPSI CENTER WTC is not responsible in any way for theft or damage to vehicles, materials or equipment of any kind during the loading and unloading maneuvers in the platform area.

- Any given user of the platform area is responsible for any damages caused to the property.

Rules and Regulations –*Binding for all exhibitors and their subcontractors*

Animals

It is not permitted to bring animals into the venue.

Blackout Policy

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

Build-Up & Dismantling Period

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

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a

supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers.

Children

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

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

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

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the WTC in removing this property will be charged to the exhibitor.

Fire Regulations

- Booth material and fittings must be non-flammable or impregnated with fire-retardant chemicals. (at least DIN4102 B1 or EN13501-1 A2/B/C -s3 d2)
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and

reeds are prohibited.

- Storage paint liquids, gas or other inflammable substances in the booth space is forbidden.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers or the WTC.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Smoke

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

Heavy Weight Element / Large Machinery

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

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

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

Hanging of Posters, Banners etc.

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

Insurance (compulsory)

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

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be

abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the WTC or any part thereof in any manner whatsoever.

Sound equipment and Music

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

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

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

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company.

Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any

copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

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

Personal Transportation Vehicles

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

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are allowed to film on their own booth, staff and material, but all equipment and camera crew must

stay within the exhibition booth. Filming of other exhibitors and their materials, Congress features, or any sessions is expressly forbidden unless permission has been given by the exhibitor or the organizer respectively.

- The photographing of booths is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of his/her own stand and can avoid inclusion of neighboring booths. Photography during the opening times of the exhibition of all aspects of the event is allowable in all instances except in cases where the photographer or photography equipment would cause an obstruction or danger to delegates / staff visiting or working in the exhibition hall.

Smoking Policy

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

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the booths.

No permission will be given for projection in the aisles or on the walls of the hall.

Waste Removal

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

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

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

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

IMPORTANT:

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

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

Shipping Instructions

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

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

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

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

Kindly note that the official agent is the exclusive agent for

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

All cargo should be insured from point of origin.

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

Contact information:

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ROCK IT GLOBAL

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

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