

Exhibitor Technical Manual

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the **G4I** Exhibition.

The Exhibition will be held in conjunction with Govtech 4 Impact World Congress(**G4I**) which will take place **21-23, May 2024** at **Madrid, Spain**.

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

Please read all the information in this manual. 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, including your stand builder, as it contains useful information about the Congress.

We look forward to welcoming you in **Madrid** and wish you a successful congress and exhibition! Each exhibitor/supporter has received an e-mail with login details to access the Portal. The Portal enables Supporters and Exhibitors to:

Submit Company logo and profile

Order Lead retrieval (Badge scanners)

Order exhibitor badges

Submit booth drawing (for "Space Only" booths)

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

Notes:

The login details has been 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.

Action Item	Deadline	Contact Person
Company logo and profi	As soon as possible	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Lead Retrieval Wireless Barcode Reader	Thursday 2nd May	
Badge Order	Tuesday 7th May	
Furniture Rental	As soon as possible and no later than, Tuesday 14th May	Mestalla Email: contacto@mestalla.com.es
Audio Visual Equipment & Furniture		
Graphics/Signage	As soon as possible and no later than, Friday 3th May	Mestalla Email: sandra@mestalla.com.es
Booth cleaning	As soon as possible and no later than, Thursday 2nd May	Clara Montes Email: cmontes@kenes.com
Electricity		
Catering	Wednesday, 15th May *Please note that for late orders, the catering company reserve the right not to accept them.	Clara Montes E-mail: cmontes@kenes.com
Hostesses & Temporary Staff Hire	As soon as possible and no later than, Thursday 2nd May	Clara Montes E-mail: cmontes@kenes.com
Delivery		

Exhibition goods – Direct deliveries to Congress venue	Monday, 20th May.	Clara Montes E-mail: cmontes@kenes.com
Set up	Monday, 20th May Exhibition Set-up- for Space Only Stands	09:00-21:00
Congress	Tuesday, 21th May	8:30-18:00
	Wednesday, 22th May	09:00 – 18:00
	Thursday, 23th May	09:30-13:30
Dismantling	Thursday, 23th May	15:00-21:00

**Subject to a change*

- *The timetable is subject to possible changes in accordance to 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.

Please Note:

- Empty crates and packaging material must be removed after set-up and no later than **Thursday, 23th May at 20:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

Off Exhibition Information

- Therefore, 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 **Thursday, 23th May at 21:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.

Waste Removal

- It is the exhibitor's responsibility to dispose all materials after dismantling.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your stand.
- **In addition, please consider hiring extra security for your Booth before/ after Exhibition Operating hours in case you have valuable stuff in your booths.**

Access to the Exhibition Hall during Set-up and Dismantling

IMPORTANT: Any company intending to work at La Nave needs to send certain documentation to the venue in order to be granted access. For information regarding the required documentation, please contact cmontes@kenes.com. **This is crucial, as any company that has not submitted the required documentation will not be granted access to the interior of La Nave.**

Everyone must be fully registered to enter the exhibition hall during set-up and dismantling periods.

For this reason is necessary to send **Full name; ID; Name of the exhibit company; Name of the contractor/stand builder; Booth number; License plates of the trucks and cars.**

Please send this information to cmontes@kenes.com as soon as possible, **no later than Thursday, 9th May.**

Make sure to pre-register all personnel in order to avoid delays once you arrive on-site**Exhibition Floor Plan**

The floor plan has been designed to maximize the exhibitor's exposure to the delegates.

For most updated floor plan and list of exhibitors, please [click here](#)

List of Exhibitors

Please see all exhibitors listed here: [Supporters and Exhibitors – Govtech 4 Impact World Congress 2024 \(g4i-congress.com\)](https://g4i-congress.com) All exhibitors must be registered and will receive an ID showing the name of the exhibiting company. Exhibitor accreditations will be delivered according to their contract:

- **4-9 sqm stands:** 2 complete registrations for the Congress

- **12-21 sqm stands:** 3 complete registrations for the Congress
- **24-30 sqm stands:** 4 complete registrations for the Congress

Any additional exhibitors will be charged an exhibitor registration fee.

The Exhibitors badges allow access to the exhibition area and coffee breaks.

Additional Exhibitor badges can be ordered online via Kenes Exhibitor's Portal <https://exhibitorportal.kenes.com>

Price for extra exhibitor badge is **150 EUR**

Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge.

Deadline: Monday, 7th May

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. Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or attend your symposium. The information obtained by lead retrieval system enables Exhibitors and symposium to enhance their database by securing valuable leads for further marketing and communication.

HOW DOES IT WORK?

Exhibitors and supporters can download the "K-Lead" app onto their own smart phone or company tablet and transform their device into an instant, easy lead retrieval system and capture

participants' full contact information with a quick scan of their badge (Exact operational guidelines will be shared in due course).

The advantages of the "K-Lead" application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor's comments for each lead
- Ability to quickly scan delegates as they enter the session hall by using the "Quick Scan" function
- Application is available for download from Apple store or Google play: "K-Lead App".

COST

Cost per license – **600 EUR** (excluding 4% credit card charges fees, excluding VAT if applicable)

NB! Please note device is not included.

Order deadline : Thursday, 2nd May

Onsite price is 750 EUR (excluding 4% credit card charges fees, excluding VAT if applicable)

HOW TO PLACE AN ORDER?

To order "K-Lead" Application, please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>

Login details to the Portal have already been sent to the primary contact listed in our system upon signing the sponsorship agreement.

IMPORTANT TO KNOW

In accordance with the general data protection regulation (GDPR), Kenes Group has updated its privacy policy.

You can view our updated privacy notice [here](#).

Kenes will not share delegate's personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting 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 it may contact them in the future.

Barcodes on delegate's 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 Organizing Committee is responsible for the content of the information.**Exhibition Area**

The Exhibition Area is on one floor and is accessed through the main access door to La Nave.

The Exhibition is being held in La Nave which East Exhibit Hal- BC, located on Level 1.

- **Maximum build up height allowed for booth walls is 4 meters.**
- **Rigging is not permitted.**
- **Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.**

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, in particular, 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.

Exhibitors are required to have floor cover or carpeted floor within the stand area.

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.

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.

Raised Floor / Platform

[10:36] Elianne Baran Ganot

Raised Floor / Platform

- Please note that if your booth has a platform, you are required to provide a **ramp** 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**.
- Exhibitors must notify the organizer and the venue if they intend to install a raised floor or platform within their booth space (when submitting booth drawings for approval). This notification is essential as services such as electricity, water, Internet, etc. are mostly provided through floor-based cabling. Raised floor or platform installation must be scheduled after the completion of relevant cabling work. Access to service points, water tramp, and electricity tramp is mandatory when a floor is installed; please ensure these points

remain accessible at all times. Once the floor is installed, we will NOT accept any additional service requests that require placement beneath the raised floor.

Thinking about our planet, we create sustainable G4I stands together with our official supplier, who will guarantee the assembly and dismantling of the contracted stand.

The contracted stand package includes:

Surface covered with carpet in Pink color(includes plastic protection)



Aluvision Structure:

- Backwall finished in printed fabric
- Two lateral pieces finished in printed fabric (G4I Graphic)
- Two 50w LED spotlights
- Electrical outlet
- Furniture: White counter with sign (100x97cm), 2 white chairs and 70h white table
- General Wifi of the event

Stand Package does not include:

Cleaning

Security

Technical Information and Regulation of Sustainable Stands

- All basic stand structures will be designed and built by Mestalla, the official stand supplier.
- Exhibitors are not allowed to make any modifications to the structure of the stands or remove integral parts of them. Exhibitors wishing to remove or relocate any standard equipment within the stand must clearly indicate this on the location plan and submit it along with clear instructions to the official stand supplier and Kenes as soon as possible, no later than Friday, 3th May.
- No independent assembly or display element may exceed a height of 2.5m or extend beyond the limits of your stand. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not permitted under any circumstances to cut, nail or drill the walls, skirt, floor or ceiling.
- Please do not use adhesive products that may leave marks or cause damage to the structure of the stand. The stand must be returned in the same condition in which it was received. Any damage to the stand structure will be invoiced to the exhibitor.
- Painting is not allowed, nor the use of nails or screws.
- No excess stock, literature or packaging boxes may be stored around or behind stands.

Guide to sending the Stand Graphic

Chart by stand size:

2 x 2

- Printed fabric with silicone for the back wall, measures for the FFAA:

1978mm*2474mm

- Printed vinyl panel for front counter, measured for AAFF
100*97CM

3×2

- Printed fabric made with silicone for the back, measured for FFAA: 2970mm*2474mm
- Printed vinyl panel for front counter, measured for AAFF 100*97cm

3×3

- Printed fabric made with silicone for the back, measured for FFAA: 2970mm*2474mm
- Printed vinyl panel for front counter, measured for AAFF 100*97cm

4×2

- Printed fabric made with silicone for the back, measured for FFAA: 3962mm*2474mm
- Printed vinyl panel for front counter, measured for AAFF 100*97cm

5×2

- Printed fabric made with silicone for the back, measured for FFAA: 4954mm*2474mm
- Printed vinyl panel for front counter, measured for AAFF 100*97cm

6×3

- Printed fabric made with silicone for the back, measured for FFAA: 5946mm*2474mm
- Printed vinyl panel for front counter, measured for AAFF 100*97cm

AAFF format:

- PDF files with 100% scaling and 100-150 dpi
- Actual size files without bleed or margins and with traced fonts
- Color and resolution modes: RGB

Accepted applications:

- Photoshop CC • Illustrator CC (Freehand and QuarkXpress are not accepted)

Shipment:

- The stand graphics must be sent to sandra@mestalla.com.es
- For any questions or queries, contact sandra@mestalla.com.es
- The graph must be sent as soon as possible, no later than May 3th.

Hiring Extra Services

- **Electricity:** all spaces intended for stands will have an electricity outlet included. If you need a three-phase outlet or bring any consumer item, please consult with Clara Montes, cmontes@kenes.com
- **Audiovisuals & Furniture:** to hire audiovisual services or furniture at the stand, contact contacto@mestalla.com.es
- **Catering:** to hire catering services at the stand, contact cmontes@kenes.com. If you want to work with an external catering provider, please contact cmontes@kenes.com, to inform them of possible expenses.
- **Others:** if you need any other type of service, contact cmontes@kenes.com

Exhibitors using independent contractors are required to submit the following for the organizer approval:

1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built.
2. Position of your booth on the floorplan with orientation
3. Utility connections: electrical, water and drainage – a list of all appliances
4. The name and contact details of their construction

company.

Please submit the files through the Kenes Exhibitor's Portal:
<https://exhibitorportal.kenes.com>

The set up will be carried out within the hours agreed with the space.

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Everyone must be fully registered to enter the exhibition hall during set-up and dismantling periods.

For this reason is necessary to send **Full name; ID; Name of the exhibit company; Name of the contractor/stand builder; Booth number; License plates of the trucks and cars.**

Please send this information to cmontes@kenes.com as soon as possible, **no later than Thursday, 9th May.**

Make sure to pre-register all personnel in order to avoid delays once you arrive on-site

VEHICLE ENTRY

- Vehicle entry will be through parking lot A located on C/Angela Ruiz Robles.
- It is necessary to send the license plates of the trucks and cars, as well as the IDs of the individuals who will be accessing to La Nave.

Please send this information to cmontes@kenes.com as soon as possible, no later than May 9th.

UNLOADING OF GOODS

- Unloading will be carried out in the area designated for this purpose without hindering access to the La Nave or the parking exit.

BOOTH SET UP

- In the case that only floor space has been contracted, the exhibitor will be responsible for the assembly and disassembly of their materials, which must be presented with suitable supports and respecting the spaces granted for this purpose. **If any damage of La Nave occurs, the exhibitor will be responsible for it.**
- **Any element likely to damage the floor must be mounted on carpet or other similar protector.**
- **Laying carpet on the floor will be done after placing paper tape.** In the event that the floor is damaged, the exhibitor will be responsible for its repair or replacement.
- **During assembly, everything must be disconnected from the power supply starting at 21:00,** otherwise the security team will be responsible for unplugging it.
- **The maximum height of the stand cannot exceed 4 meters**

Prohibitions:

Regarding La Nave's own infrastructure, the following actions are prohibited:

- Hammering, attaching, or sticking any type of element, structure, signage, or ornamentation to walls, doors, windows, columns, glass, ceilings, etc.
- Adhesive tapes: Double-sided or American tape must always be preceded by painter's tape.
- Drills: Drills cannot be used on walls, columns, and floors.
- Wood flooring: **Carrying or placing heavy loads or stands on wood floors that could leave marks from wheels is prohibited.** Objects cannot be dragged across the wood

floors.

- Unjustified use of fire extinguishers or safety devices, all safety rules and instructions must be respected.
- Occupying or obstructing passageways, routes, and exits that may be used as emergency exits and/or evacuation routes. Emergency doors cannot be blocked under any circumstances.
- **Hanging any element from beams or ceilings**
- Using gasoline or diesel-powered equipment, **only electric equipment is allowed.**
- Painting furniture, stands, or any other element inside La Nave.
- Using any type of aerosol, adhesive, or other product that may be toxic inside La Nave.
- Placing or depositing any object inside La Nave that exceeds the weight limit of floors and walls.
- Use of gas-filled balloons.
- **Installation of stands or elements exceeding 3,000 kilograms.**
- Cooking inside La Nave is not permitted.
- Use of carpets: **The installer must be responsible for laying carpets, sticking them to the floor using painter's tape first**, so that no adhesive residue remains on the floor when removing the carpet. Similarly, the installer is responsible for removing used carpets and taking them away in their trucks or disposing of them in an appropriate container.
- **Assembly of Metal Structures:** For events requiring the assembly of metal structures, stages, lighting trusses, etc., the promoter must provide a document signed by a qualified technician who takes responsibility for the calculation of the structure and its assembly.
- **Electrical Installations:** For events involving electrical installations, including electrical panels for the events, it is necessary to present a temporary electrical installation certificate signed by a competent technician.

- **External Signage:** Permission from the District Municipal Board of Villaverde is required for the placement of flags or signage outside La Nave.
- **Food Handling in the Facilities:** When any type of food handling, preparation, or cooking is to be carried out in La Nave's facilities, outside of the kitchen or parking areas, the floor must be covered with plastic or another material to prevent damage.
- **Intervention in La Nave's Installations:** Any intervention involving hammering, attaching, or modifying in any way any of La Nave's infrastructures is strictly prohibited. If such intervention is necessary or recommended for the activity, express authorization from the City Council must be obtained.
- **The use of speakers from La Nave or from the event organizer, reproduction of music, etc., during the assembly and disassembly of events, is strictly prohibited.**

DISMANLING

- **It is not allowed to dismantle the stands before the official closing of the exhibition.**
- **It is the exhibitor's responsibility to remove all installed elements (roll-ups, etc.). Any material left after Thursday, 23th May at 9:00 p.m. will be considered abandoned.** Any charges incurred for waste disposal will be sent to the exhibitor.
- **Spaces must be left, after the activity, in the same condition of placement and cleanliness as they were found at the beginning of the activity.** If not, the exhibitors will have to return to the space to leave it in optimal conditions for its use. If any damage occurs, the exhibitor will be responsible for it.
- **Neither La Nave and Kenes are not responsible for damages, losses, or deterioration of items remaining in the building during the activity, before or after its**

conclusion, as well as for anything that is brought in and not expressly communicated. In the event of damage to any property or installation of La Nave, or to any object or equipment provided to **the exhibitor**, it will be the responsibility of the exhibitor to cover the expenses incurred

Hiring Extra Services

- **Booth cleaning:** The organizers will arrange for general cleaning of the exhibition premises prior to the opening of the exhibition and daily prior to opening thereafter (excluding exhibit booths and displays). For ordering daily stand cleaning, please contact cmontes@kenes.com
- **Electricity:** all spaces intended for stands will have an electricity outlet included. If you need a three-phase outlet or bring any consumer item, please consult with Clara Montes, cmontes@kenes.com. **In case you've contract Space Only Booth you'll have to arrange the electricity**

outlet with your constructor.

- **Audiovisuals & Furniture:** to hire audiovisual services at the stand or extra furniture, contact contacto@mestalla.com.es
- **Catering:** to hire catering services at the stand, contact cmontes@kenes.com. If you want to work with an external catering provider, please contact cmontes@kenes.com, to inform them of possible expenses.
- **Others:** if you need any other type of service, contact cmontes@kenes.com

Mandatory for all exhibitors and subcontractors

Animals

- It is not allowed to bring animals to La Nave.

Assembly and Disassembly Period

- During the assembly and disassembly period, it is prohibited to consume alcoholic beverages in the work area, as well as to carry out work under the influence of alcohol, drugs or any other type of substances that may alter the perception of risk.
- Exhibitors and contractors must wear the necessary personal protective equipment (PPE), such as hard hats, eye protection and hand protection required by the specific work activity, paying special attention to safety shoes/boots within the premises for their use. own security.
- The use of cutting machines, welding machines, sanders and paint guns is strictly prohibited.
- Assembly of metal structures: For events requiring the assembly of metal structures, stages, lighting trusses, etc., the promoter must provide a document signed by a qualified technician who takes responsibility for the structure's calculation and assembly.
- Electrical installations assembly: For events requiring

the assembly of electrical installations, including electrical panels for events, a temporary electrical installation certificate signed by a competent technician must be provided.

Prohibitions:

- Displaying advertising, signs, and/or posters outside La Nave without authorization from the management team.
- It is prohibited to move or remove any type of furniture and screens from ALL spaces in La Nave. The furniture in the classrooms and cafeteria is particularly sensitive.
- Nailing, attaching, and/or sticking any type of element, structure, signage, or ornamentation to walls, doors, windows, columns, glass, ceilings, etc.
- Adhesive tapes: Double-sided or American tape must always be applied with masking tape beforehand.
- Drills: Drills cannot be used on walls, columns, and floors.
- Wooden floors: Carrying heavy loads or using carts that may leave marks on the wooden floors with wheels is not allowed. Stands or furniture that may leave marks should not be placed on the wooden floors. Objects should not be dragged across them.
- The unjustified use of fire extinguishers, as well as safety devices or measures, must respect all rules and instructions issued or to be issued in this regard.
- Occupying or obstructing passageways, routes, and exits that can be used as emergency exits and/or evacuations. Emergency doors cannot be blocked under any circumstances.
- Hanging any element from the beams or ceiling, only steel cables can be used for this action, with a maximum of 50kg/cable.
- Using gasoline or diesel-powered equipment, they must always be electric.
- Painting furniture, stands, or any other element inside

La Nave.

- Using any type of spray, adhesive, or any other product that may be toxic inside La Nave.
- Placing or depositing any object inside La Nave whose weight exceeds the load limit of floors and walls.
- Use of balloons with gas.
- Installation of stands or elements exceeding 3,000 kilograms.
- Cooking inside La Nave is not allowed.
- Use of carpets: The installer must be responsible for laying carpets, sticking them to the floor using masking tape first, so that no adhesive residue remains on the floor when removing the carpet. Likewise, the installer will be responsible for removing the used carpets and taking them away in their trucks or disposing of them in their own container.

Health and security

- It is the stand holder's responsibility to ensure the health, safety and well-being of all employees, contractors and visitors to the extent reasonably practicable during the event.
- It is recommended that stand holders appoint a stand supervisor, with specific responsibility for ensuring the health and safety of their staff and stand builders. It is advisable to complete a Risk Assessment for the stand and present it to the organizers.

Children

- No person under 18 years of age will be admitted to the exhibition, whether during assembly, opening days or dismantling. This rule also applies to children of exhibitors and must be strictly enforced to comply with exhibition safety regulations.

Compressed gases

- The use of compressed gases is not permitted.

Damage to the Building

- The use of screws, nails, paint, glue, adhesives, devices of any kind or anything that could damage the structural elements of the building (floor, walls, ceiling, pillars...) is not permitted. In case of damage to the facilities, the cost of repair or replacement will be charged to the exhibitor.

Material Removal

- It is mandatory to collect and dispose of all material during the assembly or disassembly of the event. Once the dismantling period ends, the exhibitor loses any right to claim loss or damage to property left behind. Any costs incurred by La Nave in removing this property will be charged to the exhibitor.

Fire Regulations

The use/storage of flammable substances (liquids, gas or others) is prohibited. If you have any questions about these substances, contact the organizers or La Nave.

Fumes

- No machine that emits fumes, gases or steam, nor any article or device that generates heat or contains flame, is permitted to operate in the exhibition.

Heavy Items / Large Machinery

- In the event that the exhibitor/stand builder brings large machinery, any type of heavy element or structure within the exhibition area, it is mandatory to contact the organizers or La Nave to manage feasibility, access, etc.

Placing Posters, Banners, etc.

- It is not permitted to hang posters, banners, stickers or similar elements on the walls, floors, ceilings or pillars inside or outside La Nave facilities.

Obligatory insurance

- Exhibitors must take out adequate insurance. Third party liability insurance is mandatory. It remains the complete responsibility of the exhibitors to ensure themselves properly.
- Neither the organizers nor La Nave, their representatives or agents will be responsible for any loss or damage to the exhibitor's property. Exhibitors must take precautions to protect their property against theft
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for its property and person, as well as the property and person of its employees, through complete and exhaustive insurance, and will hold the organizers harmless for any claim for damages arising from theft and those dangers generally covered by a fire policy and extended coverage. Therefore, he is required to have liability insurance that covers all injuries to persons and damages that may occur in connection with the exhibition.
- Exhibitors are personally responsible for all expenses incurred by the organizers or third parties in relation to the technical services provided.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transportation and during the time of the exhibition. Arrange for insurance coverage through your company's insurer.

Responsibility

- Exhibitors are responsible for all property damage, as well

as any loss or injury caused by their property, agents or employees. The companies will indemnify the organizers against all claims and expenses arising from any damage.

- If for any reason the exhibition must be abandoned, postponed or altered in any way, whether in whole or in part, or if the organizers find it necessary to change the dates of the exhibition, the organizers will not be responsible for any expenses, damages or loss incurred in connection with the exposure.
- The organizers will also not be responsible for any loss that the exhibition or the exhibition contractors may suffer due to the intervention of any authority preventing or restricting the use of La Nave or any part of it in any way.

Sound and Music Equipment

- The use of speakers from La Nave or from the event organizer, reproduction of music, etc., during the assembly and disassembly of events, is strictly prohibited

Other guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to suspend any activity, noise or music that is too loud.
- The organizers reserve the right to require the exhibitor to suspend any activity, noise or music that is considered objectionable.
- Exhibitors are reminded not to infringe the copyrights of third parties. The organizers have no copyright liability with respect to any exhibiting company. In the event of any copyright dispute arising, the organizers will not be liable for any resulting loss or damage suffered by exhibitors or third parties.

Security

- Please do not leave bags, boxes, suitcases or any type of products unattended at any time, whether inside or outside the area. Neither the organizers nor La Nave will be responsible for the loss or damage to property of exhibitors and third parties.
- Neither La Nave nor the organizers will be responsible for the security of the stands and their contents. Neither La Nave nor the organizers will be responsible for possible losses, theft and/or damages that occur during the congress. Exhibitors are responsible for the security of their stand and content.
- Consider hiring additional security for your booth if necessary.

Personal Transport Vehicles

- Bicycles, skates, etc..., and any personal transportation with wheels are not allowed inside the building.

Promotional Activities

- All demonstrations or instructional activities must be limited to the confines of the exhibition booth.
- Advertising material and signs cannot be distributed or displayed outside the exhibitors' stands.
- Advertising activities must not cause obstructions or disturbances in the aisles or neighboring stands.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise or music that is deemed objectionable.
- Exhibitors are permitted to film in their own booth, with staff and material, but all equipment and camera equipment

must remain within the exhibition booth. Filming other exhibitors and their materials, features of the Congress or any session is expressly prohibited unless permission has been obtained from the exhibitor or organizer, respectively.

- Photographing the stands is not permitted during the setup/breakdown of the exhibition unless the photographer is hired by the exhibitor to take photographs of their own stand and can avoid the inclusion of neighboring stands. Photography during exhibition opening hours of all aspects of the event is permitted in all cases, except those where the photographer or photography equipment would cause an obstruction or danger to conference attendees.

Tobacco Regulations

- Smoking is prohibited inside La Nave.

Special effects

- Special lighting effects, live music, smoke or laser projection cannot be used in the stands. Permission will not be given for projections in the hallways or on the walls of the room.

Waste management

- It is the exhibitor's responsibility to collect and remove all waste that may arise after the event. All installed elements (roll ups, etc.) must be removed by the exhibitor. Any material left after Thursday 23 at 8:00 pm. will be considered abandoned. Any charges incurred for waste disposal will be sent to the exhibitor.

Other remains:

- This waste is collected in selective collection containers duly marked and differentiated by the type of waste they contain, and deposited with due frequency at municipal collection points, for delivery and deposit in the selective

collection containers of the collection service. of municipal garbage of Madrid. All suppliers are required to separate waste in this way when working in our space. It is prohibited to mix different types of waste.

- Please do not leave any valuable items visible in your booth. It is not planned to have security during the event or at night (from the moment the exhibition closes until the next day when we open).

La Nave and the organizers reserve the right to access the interior of the stand to verify compliance with La Nave regulations.

At all times, the staff of both La Nave and Kenes must be respected, as well as their instructions. The participation of exhibitors is subject to compliance with all the rules, regulations and conditions established in this document.

- Parcel shipping can be done **24 hours before the start of the event (May 20) from 9:00 a.m. to 2:00 p.m.** To receive these packages, they must be identified with the name of the event (Govtech 4 Impact), a contact person and the packages numbered.
- Empty boxes and packaging material must be removed after assembly, no later than May 20 8:00 p.m.
- All aisles must be free of exhibits and packaging materials to always allow cleaning.
- Package collection will be carried out with **prior authorization from La Nave the last day of the event from 3:00 pm to 7:00 pm.** The packages must be left duly identified for collection, indicating company, address, contact person and telephone number, number of packages. La Nave and Kenes will not be responsible for possible losses due to identification errors in shipments.
- **IMPORTANT:** In case you need to store boxes or other

items, please contact cmontes@kenes.com to confirm that storage space will be available.

Insurance of Goods

All cargo should be insured from point of origin.

Address and Contact

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or