



Dio X in 2023

10-14 SEPTEMBER MAASTRICHT, THE NETHERLANDS

Exhibition Manual



Content

Key notes.....	4
Exhibitor.....	4
Key Contacts.....	5
Checklist.....	7
Exhibitor Registration	9
➤ Exhibitor Pass.....	10
Welcome Get Together.....	11
➤ Delegate Pass.....	11
Gala Dinner	11
Registration info desks.....	11
Exhibitor Help Desk.....	12
Constructor Registration.....	12
Build-up and dismantling.....	13
Exhibition Schedule*	13
Build-up and dismantling	13
Breakdown deadline	14
Exhibition Access.....	14
Arrival & Parking	16
Directions.....	16
Fairground overview	16
Stand Construction Guidelines.....	17
Stand Regulations	17
Construction regulations.....	17
Separation walls.....	19
Heights.....	19
Submission of construction plans & approval.....	19
Procedure of submission.....	20



Service orders.....	21
Suppliers Appointed by Exhibitors	21
Electricity	22
Rigging and Hanging Points Orders.....	22
Water	22
Stand Design	23
Audio Visual Equipment.....	23
Cleaning and Waste disposal	23
Internet.....	23
Hostess Services.....	23
Stand Security	23
Catering – Food & Beverages.....	23
NEW – Lead Retrieval Service	24
Shipping and Forwarding.....	25
Goods Reception.....	25
Storage.....	26
Security and Emergency Procedures.....	27
Safety & Access Control	27
Security	27
Health & Safety	27
Accommodation & Meeting Rooms.....	28
Hotel reservation	28
Meeting rooms for Satellite or Associated Events	28



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Key notes

This exhibitor manual is to the best of today's knowledge correct and complete. The manual will be developed over the next months based on the ongoing situation and the most up to date version will always be available on the website.

Exhibitor

Please note that the term 'Exhibitor' describes any company or organisation that has made a successful application for space allocation in the technical exhibition to be organised in the framework of the Dioxin2023, or any agent or representative acting on behalf of the exhibitor or a demonstrator.



Key Contacts

We strongly advise to keep Dioxin2023@wearemci.com in cc in all email communication with the venue, stand services, and freight forwarder.

Conference Organisers	
Exhibition Logistics Team Your main contact point for logistical exhibition & sponsorship questions and general congress related queries.	MCI Ms. Irene Sanchez Saura Phone: +32 2 320 25 34 Email: Dioxin2023@wearemci.com
Venue & Suppliers	
Venue More information on the venue here	MECC Maastricht Forum 100 6229 GV Maastricht, The Netherlands https://www.mecc.nl/en/
Stand Builder Agence AEC Could be reached for custom designed Trade Show booths construction and design MECC Exhibitor Services MECC can take care of everything for you, from designing your stand to building it	Antoine Essner - CEO Direct Line : +33 9 72 53 99 61 / +33 6 31 17 82 93 E-mail : aessner@agence-aec.com Stéphanie Le Forestier - Designer Direct Line : +33 1 34 82 51 67 E-mail : events@agence-aec.com MECC Exhibitor Services T: +31 (0)43 383 83 08 E: es@mecc.nl
Exhibitor Service For any special queries regarding the Exhibitor Services. More information on page 21	T: +31 (0) 43 38 38 308 E: es@mecc.nl
Freight Forwarder More information on page 25	CEVA Showfreight T: +31 88 0283 100 E: events.NL@cevalogistics.com
Catering For any specific needs or questions not listed in the Online Webshop.	cateringmecc@vermaatgroep.nl



<p>Housing Partner All information here</p>	<p>MECC Hotel Services T: +31 (0)43 38 38 361 E: mhs@mecc.nl</p>
<p>Event Registration</p>	<p>If you have any specific questions reach our registration team. T: +32 2 320 25 34 E: dioxin2023secretariat@wearemci.com</p>
<p>Speaker, poster presentations and abstract submissions</p>	<p>If you have any specific questions reach our registration team. T: +32 2 320 25 34 E: dioxin2023secretariat@wearemci.com</p>



Checklist

Key deadlines and dates to be **respected** by exhibitors.

Checkbox	Deadline	Action	Contact/Link
	May	Exhibitor registration Use link and instructions received via email. Please register booth staff incl. hostesses.	Dioxin2023@wearemci.com
	Until 30 June	Deadline to register at the Early Bird Rate	Use the links sent to you by email
	From 1 July	Register at the Standard Rate	Use the links sent to you by email
	Until 04 July	In case of Registration cancellation , full amount will be refunded minus €100 cancellation fee	All registration cancellation should be sent by email to the Registration Secretariat at dioxin2023secretariat@wearemci.com .
	13 July	Handing in your stand projects for approval – complex booth (e.g., larger than 50sqm)	All stand projects must be sent to: Dioxin2023@wearemci.com
	27 July	Handing in your stand projects for approval – all other booths than complex booth larger than 50sqm	All stand projects must be sent to: Dioxin2023@wearemci.com
	14 August	Deadline for shipping via the warehouse with the official freight forwarded: CEVA Show freight	Refer to page 23
	As of 14 August	20% surcharge of any orders placed via the warehouse	Refer to page 23
	Until 29 August	A transfer of registration to another participant from the same company may be accommodated at the discretion of the Organiser for a EURO (€) 50 admin fee	Please do reach out to the registration team at dioxin2023secretariat@wearemci.com



	21 August	Order deadline for exhibition related services via the Online Webshop	Refer to page 20
	From 21 August	Surcharge on all orders via the Online Webshop	Refer to page 20
	As of 4 September	Register at the Full Rate deadline	Use the links sent to you by email
	10 September	08h00 – 17h00: Build-up	
	11 September	10h00 – 18h00: Exhibition Area open	
	12 September	09h00 – 18h00: Exhibition Area open	
	13 September	09h00 – 12h00: Exhibition Area open	
	14 September	09h00 – 15h30: Exhibition Area open 15h30 – 20h00: Dismantling	



Exhibitor Registration

Click [here](#) for more registration information and fees.

Confirmed exhibitors and sponsors will receive, as of end of April, a personalised email with the registration link to be used, discounts code if needed, and instructions.

Exhibitors are entitled to a certain number of complimentary badges according to their corresponding packages. All badges will be assigned using the Dioxin2023 registration system.

All sponsors and exhibitors must register online in advance of the event such as visitors.

Kindly note that badges are **unique and personalised** for each participant and cannot be exchanged onsite. The organisers will not accept several participants sharing the same badge. Please register all your participants accordingly.

A **transfer of registration** to another participant from the same company may be accommodated at the discretion of the Organiser. All registration cancellation & transfers requests should be sent by email to the Registration Secretariat at.

Cancellation & transfers conditions for delegates, exhibitors, and visitors:

The following cancellation conditions will apply:

- **Until 04 July 2023** for any reason, the full amount will be refunded minus a €100 cancellation fee (excluding applicable VAT and excluding any and all transfer costs which shall be fully borne by the participant)
- **From 05 July 2023**, refunds are no longer possible, however transfer of registration may be accommodated (see transfers conditions below)

Registrations could be transferred following the applicable conditions below:

- **Until 29 August 2023:** a transfer of registration to another participant from the same company may be accommodated at the discretion of the Organiser for a EURO (€) 50.00 admin fee. Please do reach out to the registration team dioxin2023secretariat@wearemci.com who will make this discretionary decision.
- **From 30 August 2023** to Congress days: a transfer of registration to another participant from the same company may be accommodated at the discretion of the Organiser for a EURO (€) 50.00 admin fee and only in the case that participant is unwell with COVID-19 (medical certificate would be requested), your country does not allow you to travel, or The Netherlands does not allow you entry. You will be expected to provide evidence in these cases.



➤ Exhibitor Pass

	Until 30 June 2023	From 1 July to 3 Sept 2023	As of 4 Sept 2023
Exhibitor Pass	255,00€*	300,00€	380,00€

* All rates are excluding applicable 21% Dutch VAT

Exhibitor Pass grant access to:

- The Exhibition including access to the exhibition area 1 hour before and 1 hour after the official exhibition hours
- Coffee breaks AM from Monday to Thursday and Coffee break PM Monday, Tuesday, and Thursday (*catering of the congress will be accessible in the exhibition hall*)
- Lunch on Monday, Tuesday & Thursday (*catering of the congress will be accessible in the exhibition hall*)
- Poster Sessions and their Beers tasting on Monday, Tuesday, and Thursday
- The Get Together on Sunday 10 September at the MECC
- The Welcome Reception on Monday 11 September at Rebelle Maastricht

Please note that this pass **does not** grant access to Sessions in the programme.

These badges do require advance registration and badge pick up onsite at the conference venue.

Exhibitor Passes grant access for the duration of the event, including access 1 hour before and after public opening hours for set-up and dismantling. For security reasons, exhibitors are always required to wear their badges. **These badges are meant to be used for your company's staff.**

Date	Time	Description
Sunday 10 September	18h00 – 20h00	Get Together
Monday 11 September	10h00 – 10h30	AM Coffee Break
	12h00 – 13h30	Lunch Break
	15h00 – 15h30	PM Coffee Break
	18h00 – 20h00	Welcome Reception
Tuesday 12 September	09h30 – 10h00	AM Coffee Break
	12h00 – 13h30	Lunch Break
	15h00 – 15h30	PM Coffee Break
Wednesday 13 September	09h30 – 10h00	AM Coffee Break
Thursday 14 September	09h30 – 10h00	AM Coffee Break
	12h00 – 13h30	Lunch Break
	15h00 – 15h30	PM Coffee Break



Welcome Get Together

The official opening of the exhibition halls is at **18h00** on Sunday 10 September. The get together will be served from 18h00 to 20h00 to any registered participants in the main entrance foyer of the congress Dioxin at MECC Maastricht.

➤ Delegate Pass

	Until 30 June 2023	From 1 July to 3 Sept 2023	As of 4 Sept 2023
Delegate Pass	805,00€	965,00€	1.205,00€

* All rates are excluding applicable 21% Dutch VAT

Delegate Pass grant access to:

- All sessions in the Programme
- The Exhibition
- Coffee breaks AM from Monday to Thursday and Coffee break PM Monday, Tuesday, and Thursday (catering of the congress will be accessible in the exhibition hall)
- Lunch on Monday, Tuesday & Thursday (catering of the congress will be accessible in the exhibition hall)
- Poster Sessions and their Beers tasting on Monday, Tuesday, and Thursday
- The Get Together on Sunday 10 September at the MECC
- The Welcome Reception on Monday 11 September at Rebelle Maastricht

Gala Dinner

If you wish to purchase tickets to the closing dinner to give you the opportunity to expand your network and have **more time with the attendees**, you can do so online, via the registration link at the same time as your registration!

Dinner registration fees:

Gala Dinner Thursday 14 September 2023	Early Bird Until 30 June	Standard Rate From 1 July to 3 Sept	Full Rate As of 4 Sept
Gala Dinner Ticket	82,00€	95,00€	110,00€

*All rates are excluding applicable 21% Dutch VAT

Registration info desks

All participants must be pre-registered for Dioxin2023.



Badges will be printed onsite and will not be sent per email prior to the congress. Based on the bar code you will receive per email 1 (one) week before the congress days, you will be able to print your badge at the **self-printing stations** located at the MECC entrance in the registration area. Self-printing stations will be open on Sunday, 10 September 2023, from 16h00 to 18h00. To avoid queues, we invite you to come as of Sunday already to pick up your badge to quickly access the exhibition floor on Monday.

The registration area will be open as stated in the opening hours.

Registration Info desk:

MECC Maastricht
Forum 100, 6229 GV Maastricht, The Netherlands

General Opening of the Registration info desks:

Sunday 10 September	16:00 – 18:00*
Monday 11 September	07:45 – 18:00*
Tuesday 12 September	07:45 – 18:00*
Wednesday 13 September	07:45 – 12:00*
Thursday 14 September	07:45 – 16:00*

**Timing subject to change*

Exhibitor Help Desk

The exhibitor help desk will be open & available during build-up days. Timing will be published at a later stage. A representative of the Exhibition Department will be there to support you during set-up days.

Constructor Registration

Set-up/Dismantling

Every person entering the MECC during build up or dismantling needs to be able to show valid identification papers (passport or other valid identity papers). This document needs to contain a recent picture, name, and signature. The Dutch Foreign Nationals Employment Act (Wet arbeid vreemdelingen or Wav) forces the MECC Maastricht to check all personal data before allowing anyone entrance to the building. Only after showing a valid passport, you will receive the wristband to enter the venue.

Congress Days

During the congress days and/or in the event of an equipment failure (i.e., breakdown of coffee machine, lighting, etc.), your constructor should receive an exhibitor badge from your allotment. If one representative of the construction team is meant to be at the booth all day, one exhibitor badge should be used as well. All contractors who require exhibitor badges during congress days would need to proceed to the exhibition help desk located at the entrance together with exhibitor's booth personnel.



Build-up and dismantling

Exhibition Schedule*

Date	Time	Description
Sunday 10 September	08h00 - 17h00	Build-up
	18h00 – 20h00	Dioxin Get Together
Monday 11 September	10h00 – 18h00	Exhibition Area Open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Tuesday 12 September	09h00 - 18h00	Exhibition Area Open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Wednesday 13 September	09h00 - 12h00	Exhibition Area Open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Thursday 14 September	09h00 – 15h30	Exhibition Area Open <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
	As of 15h30	Dismantling until 20h00

*Subject to change. The times indicated above should be sufficient for build-up and dismantling.

Build-up and dismantling

Breakdown and removal of exhibits may not commence before the official closing time. Any special arrangements for build-up or break down and removal of exhibits must be made in consultation with the [Exhibition Logistics Team](#) and involves the payment of an overtime fee, according to the price list.

Exhibits must remain fully intact and always staffed. Dismantling of exhibits and removal of products or display material is limited only to published dismantling hours. The dismantling or abandonment of the exhibit will cause remedial actions by the exhibition management company. Relating costs will be borne by the exhibiting company.

The exhibitor is **responsible for the safety of its products, displays and stand**. During the set-up and breakdown period, no material should be left unattended at any time. It is the responsibility of each exhibitor to **leave the stand space clean and tidy** during the exhibition and after the break-down. All exhibits, displays, stand fittings and materials must be removed from the premises by the time and date stated by the Exhibition Logistics Team. The Exhibition Logistics Team can demand that exhibitors restore their exhibition area to the original condition at the exhibitor's own expense. If exhibitors **leave rubbish behind, charges will apply**. Stored materials, empty containers and packing material must be disposed of.

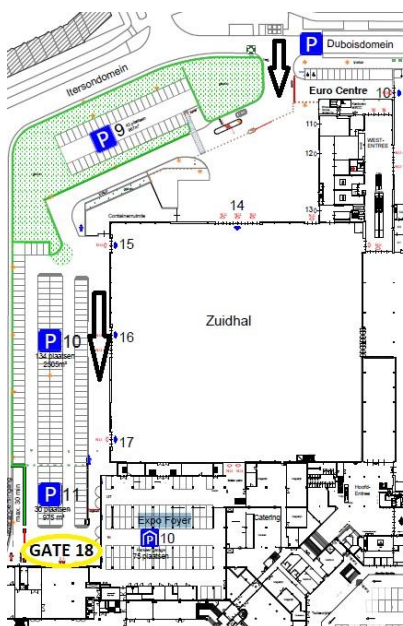


Breakdown deadline

All exhibits and stand **equipment must be removed** from the halls **by 18:59** on Thursday, **14 September 2023** and all personnel should leave the premise by **20:00 at the latest**.

Exhibition Access

To enter the Exhibition Hall during assembly and dismantling period, you must drive to the Duboisdomein 5a and enter parking lot 10, from there you can go to **Gate 18**. At gate 18 there is an elevator available where you can access the Exhibition Hall (please refer to the floorplan below).



Access control will be carried out at the boom barriers, no prior registration needed. **No unauthorised persons or persons without accreditation will be allowed to enter the premises.**

Access to the halls for trucks is prohibited. Loading and unloading of semi-trailers must be carried outside the halls. All lifting and supply equipment must be equipped with **white rubber wheels** in order not to damage the floors of the halls. In case of support required, please reach out to the official freight forwarder, all information can be found [here](#).



Stand Builders

You could select one of the two preferred stand builders below:

1. AGENCE AEC

AEC agency is specialized in supporting their customers for their events, such as custom-designed Trade Show booths construction and design. You can find their brochure [here](#).

The agency operates in Europe and has at its disposal trucks, printing lab, and all the necessary equipment's in their warehouse. Website: www.agence-aec.com.

Antoine Essner – CEO

Direct Line : +33 9 72 53 99 61 / +33 6 31 17 82 93

Main : 0033 1 34 82 51 67

aessner@agence-aec.com

Stéphanie Le Forestier – Designer

Direct Line : 0033 9 72 53 99 62

Main : 0033 1 34 82 51 67

events@agence-aec.com

2. MECC

MECC can take care of everything for you, from designing your stand to building it, and even furnishing your preferred ready-to-use stand.

MECC Exhibitor Services

Telephone: +31 (0)43 383 83 08

E-mail: es@mecc.nl



Arrival & Parking

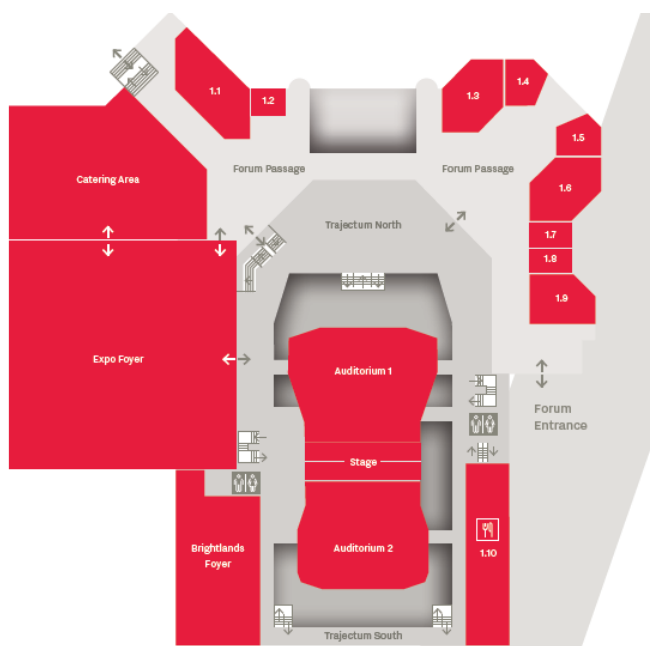
The [Maastricht Exhibition & Conference Centre](#) is located in the city's Randwyck district. Please find below a quick overview of your options to get there. More information can be found [here](#).

Directions

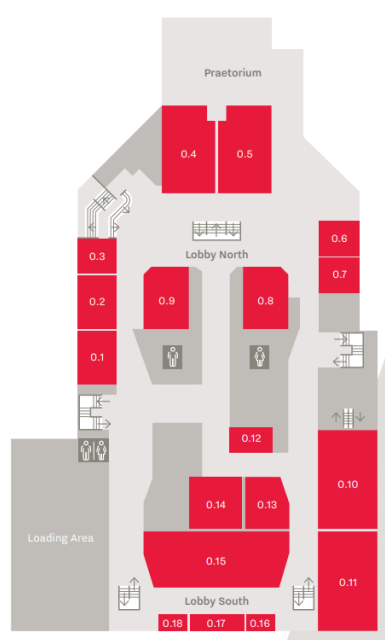
Transport	Information
By Bus	A bus leaves every five minutes from Maastricht city centre or Maastricht Central Station headed to MECC Maastricht (Forum MECC bus stop). Plan your trip here .
By Train	The Maastricht-Randwyck train station is 250 metres from MECC Maastricht. Plan your trip here .
By Car	As you approach Maastricht, you will see 'MECC' indicated on motorway signs; these will guide you to the MECC Maastricht car parks. Coming from Amsterdam/Eindhoven, take exit 55 (Randwyck-MECC) and from Paris-Liège take exit 56 (Gronsveld-MECC). Parking at MECC Maastricht Parking at MECC Maastricht is € 4,00 per hour or part thereof, with a maximum of € 19,00 per calendar day (first 30 minutes free). More information here .
By Plane	Maastricht-Aachen Airport is 10 km from MECC Maastricht, and MECC Maastricht is 15 minutes from the airport by car, taxi, or bus. More information here .

Fairground overview

Get a virtual tour of the MECC [here](#).



Level 1 – Ground Floor



Level 0 – Session Rooms



Stand Construction Guidelines

The exhibitors must conform to the contracted space and all display rules as outlined in the Dioxin2023 exhibitor manual. Any aspect that is not covered in the Dioxin2023 exhibitor manual is subject to approval by the [Exhibition Logistics Team](#) and the MECC Maastricht.

The safety and stability of the booth construction and all used material is the sole responsibility of the exhibitor. Neither Dioxin2023 nor Exhibition Logistics Team nor MECC take any responsibility for any damages or accidents caused by exhibition stands. It is the responsibility of the exhibitor to have proper liability insurance.

Stand Regulations

- Exhibitors must set up, operate, and dismantle their own displays using their own staff and employees.
- The venue **does not have** the possibility to hang items from the ceiling.
- The construction of booths with construction materials or adornments that contain products such as cement, sand, plaster, brick, or similar materials are **prohibited**.
- It is also **prohibited** to drill holes, use glue or any other adhesives that can be difficult to remove from the structure of the venue.
- Electrical and other mechanical apparatuses must be muffled, so that the noise does not disturb others or other areas of the venue.
- During set up with paint, varnishes or dissolvent the area must be covered by plastic.
- Nothing can be posted on, nailed, screwed, or otherwise attached to columns, walls, floors or other parts of the building or furnishing of the venue and/or the booth.
- It is prohibited to place materials in the booth space of other exhibitors and common areas. These must always remain free for the circulation of people and materials.
- Stands must be open during the exhibition's opening hours, and the presence of a representative of the exhibitors must be always ensured.
- All activities in the booth area potentially attracting a large audience and causing queues (e.g., presentation, quiz, giveaways' distribution) may not be placed immediately at the borders of the booth facing the aisles, as this might impede aisle traffic. These activities must be clearly identifiable on the booth layout sent in for approval to the [Exhibition Logistics Team](#).
- Dioxin2023 and the Exhibition Logistics Team reserve the right to stop such activities on the booth immediately, if they are blocking passageways around the booth area.
- Public announcements are not allowed by any exhibitors and are restricted for organizer and safety use.

Construction regulations

- Stands, including all equipment and exhibits and advertising matter are to be constructed with such stability as to pose no danger to public safety and order, and especially life and health.
- All exhibits must be confined to the spatial limits of their booth, as indicated in the final floor plan.



- Exhibition Management reserves the right to cancel stand construction and require changes in accordance with approved drawings and described stand concept.
- We strongly recommend you integrate **the booth number** into the design of your booth as it always helps to find your booth. As the booth numbers on the online floorplan have been adjusted, please make sure you check which booth number you have before integrating it into your booth before the event.
- Exhibitors will not be allowed to project images onto the gangways, ceilings, walls, or space which are not part of their stand.
- Special care must be taken to avoid lights and/or spotlights as well as all sorts of sounds that are annoying to visitors or neighbouring stands
- No signs may project beyond the delimiting walls of the stand, and each exhibitor must avoid hindering the view or entrance way of neighbouring stands.
- Audio-visual and other sound and attention-getting devices will be permitted only in those locations that the visitor viewing will be in the booth and not impeding aisle traffic and in such intensity as, in the opinion of the Exhibition Logistics Team they do not interfere with the activities of the neighbouring exhibitors.
- Exhibits or other devices which emit sound, light or smell must be operated and controlled so as not to irritate other exhibitors. The maximum noise level is **60 dB** measured at 1m from the speakers/stand. Any failure to comply with this rule will result in the power supply to the sound system and the related stand being cut off.
- Exhibitors are solely responsible to ensure that all necessary certifications are obtained by themselves or their appointed contractor for exhibiting in Dioxin2023.
- Exhibition Management reserves the right to issue further instructions concerning the design of stands.

Technical Rules – size, booth layout, etc:

- During set up and decoration of booths, the exhibitors must comply with following rules:
 - Stands must respect a **general height of 2,5m and cannot exceed 4m**.
 - Stands that exceeds the 2,5m height must be submitted to the appreciation of the [Exhibition Logistics Team](#) at least 20 days before the date set for beginning assembly. This stand design must be provided with duly marked blueprints, vertical projections, and sectional drawings.
- Disassembly of the stands and removal of material cannot begin before the time officially set for closing the exhibition, except for special authorisation granted by the Organizer.
- Disassembly of the stands and removal of exhibited material must be concluded within the times set by MECC and already accept by the Organizer. Failure to comply with this deadline authorises MECC to remove the material and implies that all costs resulting from the measures taken to remove these materials will be charged.
- The premises must be handed over to MECC in the same condition as they were made available to the exhibitors, and all costs require making them so, are from their responsibility. Repair of occasional damage caused by carelessness or requirements of stand assembly, as well as cost derived from such assembly, are the sole responsibility of exhibitors/Organizer.
- Exhibitors are responsible for all the damage or harm caused by their structures, equipment, articles to be exhibited, or activities in their stand, as well as action of the subcontracted firms, when these firms harm visitors and other exhibitors.



Separation walls

All stands **must be separated from the neighbouring stand(s) by means of a separation wall**. The separation wall can be provided by the exhibitor or **can be ordered to MECC** with extra costs. This separation wall shall be in **white finish on both sides**.

With the exception of island booths (4-sides open), a back wall must be installed for every stand. Stands with an immediate neighbour(s) should also be provided with the necessary sidewall(s).

Heights

We kindly ask you to plan your constructions regarding the heights reasonable in order **not to block the view of possibly smaller stands adjacent to your own in an unreasonable way**.

Stands must respect a **general height of 2,5m and cannot exceed 4m height**

Submission of construction plans & approval

All stand constructions are subject to regular approval by [Exhibition Logistics Team](#).

Responsibility for proper execution always lies with the builder.

The following are subject to special prior written authorisation from MECC which, if authorisation is granted, reserves the right, at the organiser's expense but on prior production of detailed estimates, to entrust the following to a company of its choice and to supervise their execution itself:

- work relating to heating appliances and smoke ducts
- work relating to the roofing of buildings or requiring traffic on the roofs for this to be carried out
- drilling into walls in the fixed construction elements of the halls
- trenches for pipes
- foundations intended to bear machinery and, more generally, all underground work.

<p>Type of booth: Complex booths</p> <p>These are booth that include:</p> <ul style="list-style-type: none"> • Machines • Thermal or combustion engines, Lasers <p>or any other dangerous product</p>	<p>All <u>raw space</u> booths</p>
<p>Deadline: 13 July 2023**</p>	<p>Deadline: 27 July 2023**</p>

*Please note that MECC and external parties will examine the stands. If the required documents are handed in too late, an approval in time may not be possible.

****Documents submitted later than the periods stipulated above cannot always be reviewed in time.** Therefore, approval might not be certain before the start of construction. This may result in dismantling,



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alterations or blocking the stand. The costs of the structure approval proceedings will be invoiced to the exhibitor.

Procedure of submission

Please send the requested documents (as defined above) to: [Exhibition Logistics Team](#)

Once the design has been approved by Exhibition Logistics Team (approx. 5-7 working days), the documents will be forwarded to MECC for second approval. When the examination is done, the applicant will receive an electronic notification of approval or conditions for the construction of the stand.

Any stand structures that do not conform to the technical regulations or the law, must be altered or removed. If execution is not completed on time, MECC is entitled to make changes itself at the expense of the exhibitor. MECC is also entitled to close the stand to forbid access for visitors.

Any arising costs of approval proceedings by MECC will be charged to the exhibitor.



Service orders

Services for exhibitors in connection with a fair or exhibition should be booked via the [Online Webshop](#).

All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of Dioxin. All services or materials supplied by these companies will be subject to a contract between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, Dioxin and its organiser do not accept any liability or responsibility for any act performed or committed by such suppliers.

They should be ordered until **21 August** at the very latest.

After this deadline, the prices will increase, and not all items may be available.

Respecting the deadline also ensures that orders will be processed properly and on time.

You will find the following services (please find below further details):

- Parking
- Electricity
- Water
- Stand design (furniture, lighting, greening & flowers)
- AV equipment
- Cleaning & Waste disposal
- Internet
- Host and Hostesses
- Stand Security
- Catering

Suppliers Appointed by Exhibitors

Except for some compulsory services/suppliers (electricity, water, cleaning, security, and catering) the use of other suppliers/agencies for logistical and technical purposes is permitted.

Please note that the exhibitor remains responsible for the activities organised by the appointed supplier/agency. It is **the exhibitor's responsibility to ensure that all the relevant guidelines, rules, and regulations, as well as health and safety regulations**, relevant forms and deadlines are passed on to the appointed suppliers/agencies and that the **suppliers/agencies act according** to these rules and guidelines.

Equipped Stand Constructions

Please find below detailed information on services included into the equipped stand if you booked an equipped stand.

Shell Scheme constructions package includes:

- **Booked via organiser for you**
- Shell scheme structure of 2.5m high with white walls



- Company name and logo on white fascia on every open side
- LED spotlights on rail
- 3,5KW daytime power including double 230V socket
- 1 Round table, 2 chairs and 1 waste bin

Any additional furniture, branding of the shell scheme, additional electricity, lightning... will have to be booked by the exhibitors themselves via the [Online Webshop](#).



If you have a raw space and want to transform it into an equipped package reach out to [Exhibition Logistics Team](#).

Electricity

On the Online Webshop under "Electricity", you will be able to order basic power (230 volt), professional power (400 volt), construction power (during set-up and dismantling), and power sockets. Upon check-out, you will be asked to provide the exact location of the main connection and the number of sockets you will need in your stand.

Rigging and Hanging Points Orders

There are **no** rigging or hanging points possibilities at the Exhibition Hall.

Water

On the Online Webshop under "Water", you will be able to order your water tab(s). During the order process, you can indicate the exact location of the water tabs within your stand.



Stand Design

On the Online Webshop under “Stand Design”, you will be able to order from a wide range of furniture packages to lightning and even greening and flowers. MECC are happy to take care of everything for you, from A to Z, from designing your stand to building it, and even furnishing.

Audio Visual Equipment

On the Online Webshop under “Audio Visual Equipment”, you will be able to order LED screens, iPads, and laptops for your stand.

Cleaning and Waste disposal

On the Online Webshop under “Cleaning and waste disposal”, you will be able to order stand cleaning (one-time or daily) and removal of waste.

General cleaning of the exhibition area and corridors is the responsibility of the Organizer; cleaning of the stands is exhibitors’ responsibility and will be charge accordingly.

Materials that have been left behind will be removed from the exhibition on the last day of dismantling and brought back to the warehouse at the exhibitor’s expense.

Internet

On the Online Webshop under “Internet”, you will be able to order a dedicated cable and/or wireless internet. You must indicate the desired location of the cabled internet connection at the map. The map will be displayed during the ordering process before completing the order. Please [contact](#) MECC should you have any questions.

Hostess Services

MECC Exhibitor Services offers professional hosts and hostesses, and catering personnel. They have an experienced team of professionals who will ensure that everything at your stand runs smoothly. If you would like to hire hosts or hostesses, please contact es@mecc.nl.

Stand Security

MECC Exhibitor Services offers security staff to guard your stand during build-up, dismantling and/or during the hours the venue is not open. If you wish to hire stand security, please contact es@mecc.nl.

Catering – Food & Beverages

On the Online Webshop under “Catering”, you will be able to order stand catering. Please note that due to the valid food and consumer safety restrictions, it is **not permitted** to bring your own food or beverages to MECC. Should you have any specific order requests, please get in contact with the catering department: cateringmecc@vermaatgroep.nl.



NEW – Lead Retrieval Service

Collect contact information on prospective customers and generate leads easily with our lead retrieval service.

You can place an order via the [Webshop](#) until September 5. It will also be possible to order onsite at the registration desk and pay via bank card.

You will be able to choose from:

- **Handheld scanner:** 290€ + VAT
 - Used during the duration of the congress
 - Onsite pick-up at the dedicated desk
 - Final list of contacts (with details) scanned sent post event
- **Lead mobile app** – 1 access license: 190€ + VAT
 - Download of the lead mobile app free of charge
 - Can be shared on different smartphones but only 1 connected at the same time
 - Includes access to back office for lead form configuration, exporting contacts, etc.

For more information, please consult the document here. For any questions on the lead retrieval system, please contact [Marie Manié](#).



Shipping and Forwarding

CEVA Showfreight is the **official freight forwarder** and the **only official logistics operator allowed to operate inside the MECC**. Please find below their contact details and information.

Contact:

CEVA Showfreight

T: +31 (0) 880 283 100

E: events.NL@cevalogistics.com

CEVA Showfreight will ensure a high level of logistics services to/from ITS 2023 event at MECC and will provide the following services:

- Customs clearance
- Warehousing for advance shipments
- Deliveries at the booth
- Empties storage
- Freights (international/national) to and from the venue

Before shipping any items to your stand please make sure you get in touch with [CEVA](#). The deadline for shipping via the warehouse is **14 August 2023**. Any orders placed after this date will have a surcharge of 20%.

All shipments that you want to deliver before the official build up date and/or collect after the official breakdown date will be handled via CEVA's advanced warehouse **outside Maastricht**.

Please find here the [shipping instructions](#) and [general tariffs](#). If you would like to place an order, please do so by filling the document [here](#) and returning it to events.nl@cevalogistics.com.

To ensure your goods can be quickly located at site or during transit, please mark each case/carton as follows on at least 2 sides:

Exhibiting Company name

Event name:

Booth No.: _____

Vol _____ of _____

Maastricht, The Netherlands

Deliveries are only accepted to a **contact person** at your booth, **during the official set-up and opening times**. Please make sure that someone from your company or contract partners is there at the stand **to sign and receive the delivery**.

Goods Reception

Advanced shipping to the venue prior to the congress dates is **not permitted**. Freight and shipments shall be addressed to **CEVA Showfreight**.



SEE YOU THERE!
dioxin2023.org



Storage

Storage is not available at the venue, but storage can be coordinated through **CEVA Showfreight** for storage at their warehouse. The **storage of boxes or any kind of materials in the alleys is strictly forbidden**.

For information about the rates please contact events.nl@cevalogistics.com.

The storage of empties (including packaging or packing materials) at the booth/in the halls is prohibited. Combustible packaging, wood wool, plastic foam and straw must not be stored in the exhibition halls or other facilities open to visitors.



Security and Emergency Procedures

We highly recommend you wear safety shoes until the set-up is finished. A safety vest helps as well to be visible all the time. Thank you for your cooperation.

Safety & Access Control

All gangways should be maintained and there should be a **clear route provided to all Fire and Emergency Exits**.

- Fixed structures, exhibition counters, display cases, cages and the like must be set up in such a manner that they cannot be knocked over, and that there are **unobstructed evacuation routes at least 3 m wide to the exits**.
- Glass panes must be protected against breakage.

The emergency exits and escape routes must be always kept clear. The emergency exits and escape routes in the halls must **never be blocked by items left standing or jutting into the aisle**. A passage at least 3 m wide must be kept free, regardless of the width of the aisle and the goods left in the gangway. MECC can order the immediate clearance of all aisles or certain aisles for logistical reasons.

Security

Each exhibitor is responsible for his/her own exhibit, MECC Maastricht is not responsible for any possible loss or damage of any equipment, goods, or booth whatsoever. Individual booth security is available for hire via Exhibitor Services.

Please note that build-up and breakdown days are high-risk periods. You are recommended to work in pairs so that the stand is always manned. Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors.

Health & Safety

As the pandemic situation evolves all the time, the health and safety measures will change according to the latest requirements. Please bear in mind that the Dioxin2023 in Maastricht will follow the COVID regulations in The Netherlands. We can assure you that we will comply with all health and safety regulations in place at the time the event is scheduled. This requires flexibility and patience on all sides.

To ensure we are all better prepared, this manual will be developed and updated on a regular basis. For any detailed questions, please contact the [Exhibition Logistics Team](#).

Please find up-to-date information about the Dutch COVID regulations [here](#).

More Travel Information

At the European Union [website](#) you can find information on each country about borders, available means of transport, travel restrictions, health, and public safety measures, as well as other practical information.

To know which are the travel regulations all around the world, check the map at the [IATA Travel Centre](#).



Accommodation & Meeting Rooms

Hotel reservation

Book your room through MECC Hotel Services, selected by the organization as official housing partner. Thanks to their long-term partnerships with the hotels in Maastricht and the surrounding area, they can offer you the most competitive accommodation prices in the city. We encourage you to book your rooms as soon as possible following the instructions [here](#).

Meeting rooms for Satellite or Associated Events

In case your company needs a meeting room, please send an email to *[Exhibition Logistics Team](#) including the following information:

- Dates required
- Duration of the event: timing per day
- Ideal room set-up (theatre style, classroom)
- Company name
- Name of your event
- Any Title/ topics / content/ description of your event
- Any other specifications

The event should be approved by Dioxin2023 and a proposal including room rental and basic equipment will be sent to you based on the given information.