



7TH CONGRESS OF EUROPEAN

ORL-HNS

DUBLIN, JUNE 15 - 19, 2024

www.ceorlhns2024.org

EXHIBITOR MANUAL

Please read this manual carefully and share it with the necessary colleagues and agencies involved in the organization of your CEORL-HNS 2024 activities

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1.) KEY DATES & DEADLINES

From November 2023	Exhibition	Booth allocation for exhibition
From November 2023	Symposium	Session room allocation for symposia
1 December 2023	Sponsor	Submission of Logo, Description and Website URL
14 February 2024	Registration	Early bird deadline for delegate registration
1 April 2024	Symposium	Submission deadline for final satellite symposia program
19 April 2024	Exhibition	Deadline submission of booth proposal
15 May 2024	Registration	Regular fee deadline for delegate registration
17 May 2024	Exhibition	Deadline for requesting an unloading slot for trucks
24 May 2024	Exhibition / Registration	Deadline exhibitor registrations
12 June 2024	Exhibition	Deadline for Online Orders CCD & Total Expo
14 – 15 June 2024	Exhibition	Exhibition Built Up
15 – 19 June 2024		7 th Congress of European ORL-HNS

For detailed information and most recent updates regularly check the [CEORL-HNS website](#)

2.) IMPORTANT CONTACT DETAILS

Head of Industry

Mondial Congress & Events

Operngasse 20b,
A-1040 Vienna

Rita Androsch

T +43 1 588 04 - 113

androsch@mondial-congress.com

Venue

The Convention Centre Dublin

Spencer Dock, North Wall Quay
Dublin 1, D01 T1W6

The exhibition of CEORL-HNS 2024 is taking place at the **Forum of the CCD** which is located on the **ground floor**. You can access the loading bay to the exhibition via the **East Access Road**.



Please note that you'll have to book an unloading slot with our logistics partner DHL to access the loading bay.

Shell schemes, Booth Supplies, Electrical Services, AV

Total Expo Ltd.

Dublin 24, D24 FW5D

Cormac O'Doherty

+353 14137315

CEORL-HNS 2024 – TOTAL EXPO Event Orders

cormac@totalexpo.ie

Catering, Stand Cleaning, Internet Services

CCD Online Ordering Service

<https://www.theccd.ie/online-ordering/>

Ross.Steen@theccd.ie

Logistics / Transport

DHL Trade Fairs & Events

2nd Exhibition Avenue.
B40 1PJ Birmingham

Simon Latchford

+44 7966632777

Simon@dhl-exh.com

Congress Registration

Mondial Congress & Events

Magdalena Schwaighofer

T +43 1 588 04 - 115

ceorlhns@mondial-congress.com

Accommodation

Dublin Conference Partners

ceorl-accommodation@conferencepartners.ie

3.) SET-UP, DISMANTLING AND EXHIBITION SCHEDULE

	Friday, June 14	Saturday, June 15	June 16 - 18	Wednesday, June 19
Build-up times free builds	08:00 – 19:30	08:00 – 16:30 (16:30 – 18:00 decorations only)		
Shell Shemes/ Pop-Up booths	No access	10:00 – 18:00		
Welcome Reception in the exhibition		18:15 – 19:30		
Exhibition Opening Times			08:00 – 17:15	08:00 – 13:30
Dismantling				14:00 – 20:00

Access during built-up and break down

No prior registration is required to access the exhibition halls for built up/break down. **Please note that during heavy built up/break down the exhibition hall is considered a building site and as such high visibility jacket and safety shoes must be worn at all times. No access will be granted without appropriate PPE.** Once finishing touches/decorations are applied (from 16:30 on Saturday) access will be granted for industry personnel with regular congress badges not wearing PPE as well.

Exhibition Opening Times:

Please note that your booth has to be staffed during the official exhibition opening times. Exhibitors will be permitted to enter and leave the exhibition area half an hour before and after the official opening times. All booth personnel will require an official congress registration/congress badge to access the exhibition area. Access without a congress badge is not permissible.

Dismantling time:

Please note that exhibition break down only commences **after** the end of the last session on Wednesday, June 19, 2024. It is not permissible to start booth dismantling during refreshment breaks, lunch times or networking events held in the exhibition area or at any other times when any delegates are present within the exhibition area. Non-adherence will force the venue management to close the exhibition hall and any penalties or charges incurred by this will be passed on to any exhibitor(s) who has/have not adhered to this regulation by the organizer.

Extended Set-up / Extended Dismantling

More time for build-up/dismantling may be requested but is subject to availability and will also involve additional costs for the exhibitor. Please contact Mondial Congress if you require further information: Rita Androsch, androsch@mondial-congress.com.

Waste/Packaging Disposal during Set-Up and Breakdown

Exhibitor must dispose of waste products during built-up and break down following the guidelines by the organizer and the local provisions and directives on the protection of the environment. It is forbidden to leave any type of waste material in common spaces (aisles, loading bays, etc.).

Loading/Unloading during built up and dismantling

Loading activities are only possible within the official setup and dismantling times. Please be aware that all deliveries by truck have to be coordinated with DHL and loading slots have to be requested **until May 17, 2024** the very latest. Due to very limited space outside the hall, we can only allow a certain number of vehicles entering at the same time.

If you do not arrange unloading within this time frame please be aware that access to the loading bay won't be guaranteed! Further Information on requesting an unloading slot can be found [here](#).

Deliveries & Shipments

Deliveries to the venue can only be arranged via our official freight DHL Trade Fairs & Events (UK) Limited.

Additional information on their services can be found below:

- [Shipping guidelines](#)
- [Product overview and prices](#)

To arrange deliveries and shipments, please fill out the [official order form](#) and send it to

DHL Trade Fairs & Events (UK) Limited

United Kingdom

Attn: Simon Latchford Tel: +44 7966 623 777

Email: simon@dhl-exh.com

Neither the venue nor the organiser takes responsibility for any packages being sent to the venue directly prior to official build up days. All deliveries before the official build up dates will be redirected to the advanced warehouse and be handled by DHL, who will be able to gather deliveries until June 11th, 2024. All deliveries will be dispatched to your booth in accordance with the time/date you scheduled with DHL in advance. Please note this is a chargeable service as per official event tariff.

Please note that the CCD and Mondial Congress staff will not accept or sign for any shipments from exhibitors brought by delivery carriers during the congress days. In case a delivery carrier is used the exhibitor has to ensure to be onsite and available to personally sign for the delivery.

4.) STAND BUILDING & BOOTH REGULATIONS

Standard height of booths: 2,5m (max. 4m)

Construction Guidelines

- Booths built higher than the standard height of 2,5m must request special permission by the organizer.
- **No booths higher than 4m** are permitted throughout the exhibition as this would classify as complex structure and require special council permission.
- **Rigging / Ceiling suspensions** can only be handled by the CCD and must be booked via email.
- The side and back walls of all booths have to be **finished on the outside as well as the inside!**
- If only displaying a pop-up or roll-ups, please note that no partition walls will be provided by the organizer and may want to be ordered additionally
- **Borders to visitors' aisles:** max. 40% of the visitor-facing side(s) of the booth may be obstructed and any decoration, etc. must be reasonably spaced.
- Two-tier booths and / or "double-decker" booths are not permitted.
- The maximum floor load at the Forum Exhibition Hall is 12.5kN/m².
- **Any additional exceptions are permitted only if coordinated and approved by Mondial Congress & Events.**

CCD Technical Regulations

All exhibitors and contractors must also adhere to the **CCD Exhibitor Information**.

Health & Safety

When in The CCD, all exhibitors and their contractors must comply with the Safety, Health and Welfare at Work Act 2005, all other relevant legislation and CCD Health & Safety Policies and Procedures.

It is the responsibility of The CCD to ensure the following actions are brought to the exhibitors and contractors attention. This includes but is not limited to:

- The need to maintain emergency exits and keep gangways clear (through build, open and breakdown).
- Knowledge of the fire and emergency evacuation procedures, location of the assembly point for the relevant part of the building.
- Good housekeeping must be maintained throughout build, open and breakdown to allow any potential hazards to be easily identifiable.
- Ladders, mobile scaffold towers and cherry pickers must be used in a safe manner, using suitable equipment in the approved way, e.g. safety harness to be worn when operating MEWP's.
- The consumption of alcohol is not permitted on the exhibition floor during the build and breakdown periods of an event. The use of drugs or smoking is strictly prohibited throughout the duration of the event.
- Borrowing tools, ladders, forklifts or cherry pickers from The CCD is not permitted.
- All portable power equipment must be used only for the purpose for which it was designed and the correct safety guards and devices must be fitted and used. All such equipment must have up to date evidence of PAT testing. Trailing power leads must be kept to a minimum and not across gangways. Petrol and diesel powered equipment must not be used within the venue.
- Exhibitors present in the exhibition halls during the heavy build up period will be required to wear appropriate PPE (Personal Protective Equipment), that is, hi-vis waistcoat or jacket, appropriate footwear and hard hats (where applicable) whilst in the Exhibition Halls during event build-up and break-down periods.

Please be aware that the wearing of hard hats will only be required in defined hard hat areas. This requirement will be clearly displayed at various access points in and around the Venue and will be strictly enforced. For further assistance with the completion of Safety Statements and Risk Assessments, please visit: www.hsa.ie/eng/

Submission of booth proposal

All exhibitors must inform Mondial Congress until **no later than 8 weeks (April 19th, 2024)** before congress start what type of booth they are planning to use at the CEORL-HNS exhibition (custom builds, shell schemes, roll ups/pop up booths).

For custom build booths the following documentation has to be submitted additionally:

1. **Detailed, scaled drawings showing:**
 - Plan view of each storey of the stand
 - Sections through each storey of the stand
 - Elevations, including full steelwork and staircase details
 - Width position of gangways within the stand
 - Floor and/or floor loadings
 - Specifications of materials used
2. **Structural calculations**
3. **Risk Assessment (to include fire hazards) and method statement.**

**Deadline for submitting booth proposal and additional documents:
Friday, April 19, 2024**

Promotional Activities

The booths should primarily be used for exhibiting and advertising the exhibitor's own products. Advertising materials may be distributed only within the confines of the booth. **Any kind of promotion outside the respective exhibition booth is forbidden (such as walking acts, distributing flyers etc.)**

Promotional activities that are intended to attract a larger audience at a certain time (e.g. quiz show, presentations...) to the booth must be reported to Mondial Congress & Events in writing in advance. The Exhibition organiser reminds you that such activities are only permitted if:

- The activity is staged within the confines of the booth and not at the edge thereof
- It can be demonstrated that sufficient space is available within the booth to accommodate the expected number of onlookers/participants and they will not block adjacent aisles
- Sound is directed towards the interior of the booth and not directed outside; the noise level at the perimeter of the booth may not exceed 40dB(A). Special sound systems are highly recommended
- special care is taken to avoid the use of lights, spotlights or sound systems which may annoy visitors or neighbouring booths
- activities planned are registered punctually, at the latest 3 weeks prior to the event, and are accompanied by a precise sketch and a detailed description of how the event is to be staged
- if the above guidelines are not adhered to and the activity disturbs neighbouring booths or blocks visitor aisles, the organizer remains the right to stop the activity with no prior notice.

5.) BOOTH SUPPLIES & LEAD RETRIEVAL

Please note that **all bookings are space only** and does not include any furniture, walls, carpets or power supply.

Shell schemes, custom builds, booth supplies, electrical services, AV

The official partner for Exhibition Services is Total Expo and they'll be happy to assist you with your additional booth requirements.

All bookings can be made via the official web shop:

CEORL-HNS 2024 – TOTAL EXPO Event Orders

Please note that the **booking deadline** for **Total Expo services** is on **Friday, June 12th, 2024**.

(Excluding rigging services which have to be booked until no later than Friday, June 5th!)

In case of any questions you may also contact them via cormac@totalexpo.ie.

Catering, Stand Cleaning, Internet Services, Rigging

Please note that Catering, Stand Cleaning and Internet Services can only be ordered directly via the CCD Online Ordering Service: <https://www.theccd.ie/online-ordering/>

Early bird online ordering service closes **May 31st, 2024**. Online ordering closes **on June 12th 2024**.

For **rigging services**, please email the CCD at exhibitions@theccd.ie.

Please note that the CCD is the **exclusive caterer** for this event and all food and drink must be purchased through The Convention Centre Dublin Hospitality department.

It is also recommended that **coffee machines** are ordered directly via the CCD catering team.

Any non- CCD catering coffee machines being brought to the venue need signoff from the CCD Catering Team, this will require Risk Assessment, Method Statement, PAT test information and insurance info to be sent to the CCD catering team. The use of non- CCD coffee machines may incur additional cost from the CCD catering team.

Lead Retrieval

The lead retrieval app is a fast and easy system to scan the bar code on delegates' name badges when they visit your exhibition booth to capture their contact details. You are also able to ask custom profile or marketing questions during the lead collection process. You will use your own device, either smartphone or tablet.

6-27sqm booth	Early-bird fee (until May 31)	EUR 565,- for unlimited app downloads
	Late fee (after May 31)	EUR 735,- for unlimited app downloads
>28sqm booth	Early-bird fee (until May 31)	EUR 1.420,- for unlimited app downloads
	Late fee (after May 31)	EUR 1.680,- for unlimited app downloads

Prices include unlimited downloads of the app for booth staff. The lead retrieval app may only be used within the confine of the exhibition booth of the company. It is not permissible to scan delegates in other parts of the exhibition or other congress areas.

With the lead retrieval app, the following data will be transmitted to the exhibiting companies:

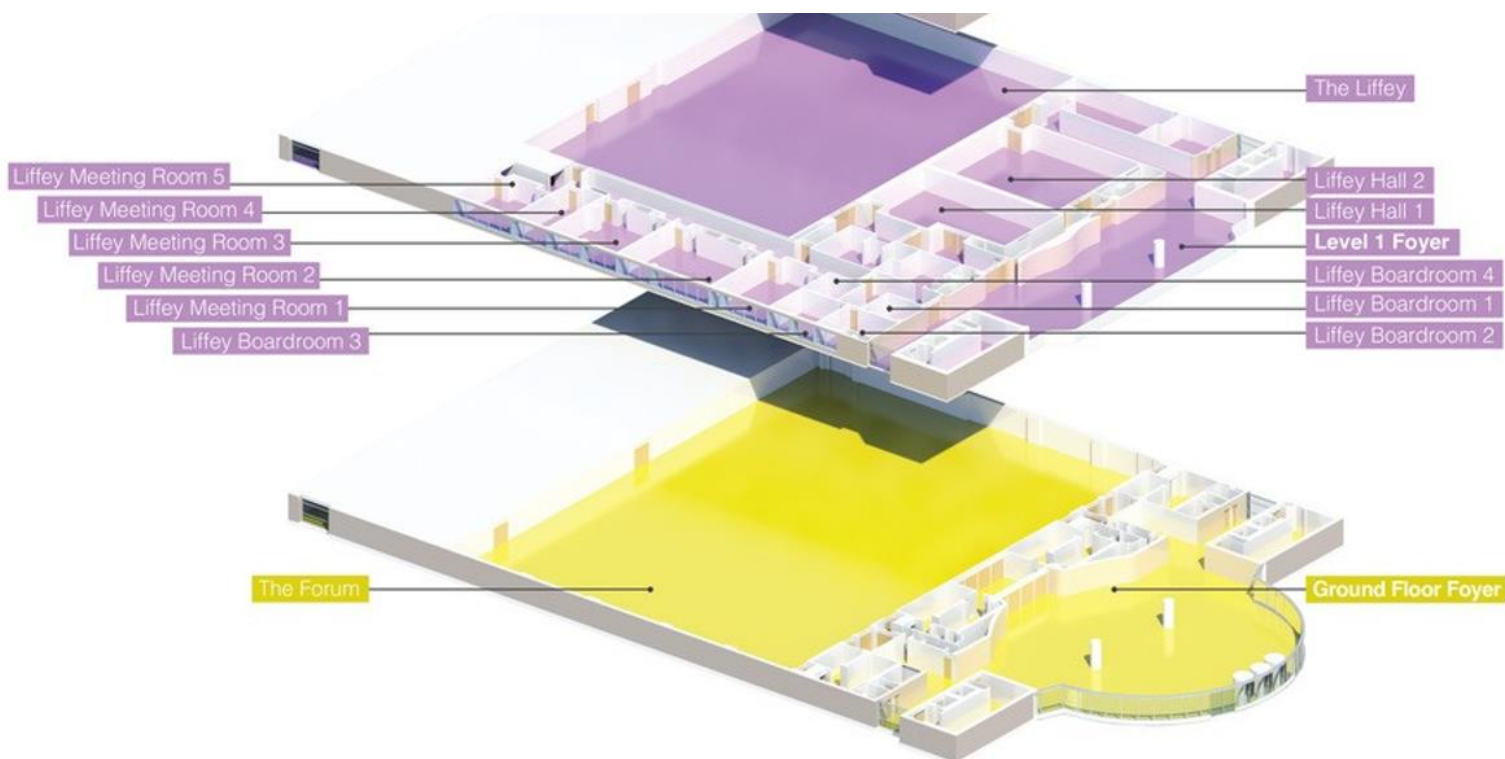
Title*, first name, last name, organisation*, address*, email address.

**Only available if data was provided during the registration process*

To book Lead Retrieval please fill out **this form** and sent to Rita Androsch (androsch@mondial-congress.com).

6.) MEETING ROOM BOOKINGS

A limited number of meeting rooms is available for exhibitor rental. All available meeting rooms are located on level +1 of the CCD. Please note that the meeting room allocation will be carried out on a first come, first served basis.



Room	Size	Capacity/pax	Half day rental	Full day rental
Liffey Meeting Room 1	69 sqm	78x theatre/ 30x Board Room	3 650,00	4 390,00
Liffey Meeting Room 4	41 sqm	34x theatre/ 16x Board Room	2 240,00	2 750,00
Liffey Meeting Room 5	51 sqm	50x theatre/ 20x Board Room	2 900,00	3 445,00
Liffey Boardroom 1	21 sqm	8x Board Room	565,00	905,00
Liffey Boardroom 2	31 sqm	10x Board Room	710,00	1 130,00
Liffey Boardroom 3	32 sqm	10x Board Room	710,00	1 130,00
Liffey Boardroom 4	18 sqm	6x Board Room	425,00	680,00

Prices listed above include room rental, basic room setup, and standard AV ([Liffey Boardroom AV details](#), [Liffey Meeting Rooms AV details](#))

To book a meeting room please get in touch with Rita Androsch (androsch@mondial-congress.com).

7.) SPONSOR & SYMPOSIUM PROMOTION

Sponsor Promotion

Sponsors benefit from increased visibility including the following

- Logo, link and company description on the **sponsor page of website**
- Sponsor Logo included in a dedicated sponsor banner in the **official congress newsletter**
- **Social Media post** recognizing sponsorship status including the company logo
- Logo and company description on the **sponsor page of congress app**
- Company Logo on the “Thank You to our Sponsors” **Signage** and in the **Break Slides**
- Visual recognition in the on-site **pocket programme**

In order to promote your company we ask our sponsors to send the following to androsch@mondial-congress.com until **Friday, December 1st**:

- **company logo** (png-file with transparent background)
- **company description** (max. 50 words)
- **website URL**
- **Social media handles** (LinkedIn, X [formerly Twitter], Instagram, Facebook)

Symposium Details

Session Rooms & AV

An overview of the available session rooms can be found [here](#). Companies will be contacted individually subject to sponsorship volume to choose their respective session rooms.

All session rooms are equipped with standard AV. Due to limited time availability no setup changes will be permitted. Symposium Rehearsals may be booked at additional cost and are subject to availability.

Symposia Programme

The company sponsored symposia programme will be published on the CEORL-HNS website and printed in the CEORL-HNS 2024 on-site pocket programme. The detailed symposium programme incl. faculty details and lecture titles must be sent to the congress organizing committee by **April 1, 2024**, for approval.

Symposia Promotion

- **Newsletter-Blurb:** There will be a dedicated newsletter in May announcing the sponsor sessions to all registered delegates
- **Social Media Post:** Social Media Posts will be published on all congress platform in the week of June 3 – 7th including the sponsor session details.

There are two options to have your symposiums details included in the newsletter/on social media

- PNG-graphic including logo, pictures of faculty and symposium details which will be linked to the symposium details on the congress website (graphic to be provided by the sponsor)

or

- company logo, symposium title and +/- 60 words teaser which will be linked to the symposium details on the congress website

Deadline for submission: Tuesday, April 30th, 2024

- **Onsite Symposium Promotion**

Company symposium organisers may promote the session to delegates onsite with 2 roll-up banners (or similar). The location of the banners is subject to approval of Mondial Congress & Events and banners can only be placed once the location has been approved.

8.) REGISTRATION

Registration Types for industry partners

Company Representative Badges

Company representative badges allow access to the exhibition area half an hour before and after the official exhibition opening times as well as the own company sponsored symposium however **access to the regular scientific sessions is not permitted.**

Some company representative badges are included in your exhibition/sponsor booking, **additional company representative badges** can be purchased for EUR 165,- excl./EUR 203 incl. VAT.

Free Delegate Registrations

Free Delegate Registrations allow access to all congress areas, **including the regular scientific sessions.** Free Delegate Registrations may either be used to invite delegates or for company staff. If a free delegate registration is used for company staff, access to the exhibition will be permitted half an hour before and after the official exhibition opening times as well.

Free Delegate Registrations are only included in sponsor packages, but regular congress registrations may be purchased by any industry partner with the official registration fees.

Complimentary Registrations

Complimentary Exhibitor Registrations:

Two company representative badges are issued per 6sqm thus the following badges will be allocated per booth size:

	Company Representative Badges
6sqm	2
9sqm	3
12sqm	4
18sqm	6
24sqm	8
30sqm	10
36sqm	12

Complimentary Sponsor Registrations:

Sponsors receive the following complimentary registrations:

	Company Representative Badges	Free Delegate Registrations
Gold Sponsor	12	6
Silver Sponsor	8	4
Bronze Sponsor	4	2

To register company staff, you'll receive a link to the **group booking portal mid-April**. In this portal you must confirm the required number of complimentary registrations and can also book additional participant registrations, if needed. A template to provide the names of your delegates will be sent after completion of the online booking – complete name lists must be sent to ceorlhns@mondial-congress.com until **May 24, 2024** the latest.

All congress badges must be personalised – no-name-badges are not permissible.

In case you have any questions about the registration, Magdalena Schwaighofer (ceorlhns@mondial-congress.com) will be happy to assist you.

Access during built-up and break down

No prior registration is required to access the exhibition halls for built up/break down. Please note that during heavy built up/break down the exhibition hall is considered a building site and as such high visibility jacket and safety shoes must be worn at all times. Once finishing touches/decorations are applied access will be granted for industry personnel with regular congress badges not wearing PPE as well.