



# **IFLA Congress 2009**

## **Order Forms**

## SERVICES AND PRODUCTS

Please complete the following order forms and return them by the due dates.

**Exhibitor participation order forms marked with an asterisk \* should be completed by all exhibitors.** Other forms should be completed as required.

ORDER FORM	RETURN TO	DEADLINE DATE	SUBMITTED
* Contact Details	Congrex UK Ltd	<b>03 July 2009</b>	
* Exhibition Guide Editorial	Congrex UK Ltd	<b>29 May 2009</b>	
* Stand Drawing Submission (free build)	Congrex UK Ltd	<b>29 May 2009</b>	
* Exhibitor Name Badges - <i>Will follow by email</i>	Congrex UK Ltd	<b>24 July 2009</b>	
* Risk Assessment	Congrex UK Ltd	<b>03 July 2009</b>	
* Access Passes	Congrex UK Ltd	<b>On Exhibition set up dates 22 and 23 August 2009</b>	
* Vehicle Scheduling	Congrex UK Ltd	<b>3 July 2009</b>	
Bar Code Readers	Congrex UK Ltd	<b>17 July 2009</b>	
Hotel Reservations	Congrex Travel	<b>15 May 2009</b>	
* Transport, Lifting, Shipping and Storage	Agility Fairs & Events Logistics Ltd	<b>7 August 2009</b>	
Audiovisual Facilities	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Stand Catering	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Electrical Mains and Fittings	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Additional Exhibition Furniture	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
* Insurance Coverage	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Flowers and Plants	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Office Equipment	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Telephone, Fax and Internet	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Temporary Staff / Stand Security	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Exhibition Carpeting	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Computers and Peripherals	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
* Fire Extinguishers	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Graphic Services	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Photographic Services	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	
Waste Collection	Fiera Milano Congressi	<b>Please visit Milano Convention Centre <a href="#">online</a></b>	

# Contact Details

**IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009**

**Please return by Friday 03 July 2009**



For ease of Order Form completion, we ask all exhibitors and/or their stand builders to complete the undernoted details. This will reduce the amount of information needed on the Order Forms.

### EXHIBITOR

Name ..... Stand No .....

Address .....

.....

Contact .....

Email .....

Tel No ..... Fax No .....

### STAND BUILDER and/or DESIGNER (if applicable)

Name .....

Building for ..... Stand No .....

Address .....

.....

Contact .....

Email .....

Tel No ..... Fax No .....

**THIS CONTACT SHEET SHOULD BE RETURNED BY  
Friday 03 July 2009**

CONGREX UK LTD  
4B, 50 SPEIRS WHARF  
PORT DUNDAS  
GLASGOW, G4 9TH  
TEL: +44 (0) 141 331 0123 FAX: +44 (0) 141 331 0234  
EMAIL: IFLA2009@CONGREX.COM  
CONTACT: DANIELLA GIRASOLI

# Exhibition Guide Editorial

**IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009**

**Please return by Friday 29 May 2009**



Exhibitor Name ..... Stand No .....

Contractor Name .....

Contact .....

Tel No ..... Fax No .....

Each Exhibitor may have a maximum of 50 words free editorial in the Exhibition Guide. Company name, address and contact name will be included in addition to this.

**PLEASE EMAIL your editorial to [ifla2009@congrex.com](mailto:ifla2009@congrex.com)**

**Example:**

<b>Congrex UK Ltd</b> 4B, 50 Speirs Wharf GLASGOW, G4 9TH Tel: +44 (0) 141 331 0123 Fax: +44 (0) 141 331 0234 Email: <a href="mailto:ifla2009@congrex.com">ifla2009@congrex.com</a> Website: <a href="http://www.congrex.com">www.congrex.com</a>	<b>Stand TBC</b>
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p style="font-size: 2em; opacity: 0.5; transform: rotate(-15deg);">text</p> <p>.....</p> <p>.....</p> <p>.....</p>	

*The Email address and Website will be published in lower case letters.*

**Please note : Editorials must be returned by specified date to be included in the Exhibition Guide.**

**Exhibitors not returning copy will have name and address only included.**

**THE EDITORIAL MUST BE RETURNED BY:  
Friday 29 May 2009**

CONGREX UK LTD  
4B, 50 SPEIRS WHARF  
PORT DUNDAS  
GLASGOW, G4 9TH  
TEL: +44 (0) 141 331 0123      FAX: +44 (0) 141 331 0234  
EMAIL: [IFLA2009@CONGREX.COM](mailto:IFLA2009@CONGREX.COM)  
CONTACT: DANIELLA GIRASOLI

# Stand Drawing Submission (free build)

**IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009**

**Please return by Friday 29 May 2009**



For all Space Only stands, please fill out this form below, the Space Only Risk Assessment form, and the SICU forms at the Milano Convention centre [website](#). You will find the SICU forms in the section under “Policies and Documents.”

Exhibitor Name ..... Stand No .....

Contractor Name .....

Contact .....

Tel No ..... Fax No .....

It is important that we receive electronic copies of your stand drawings by the above due date. Please note and confirm the following:

- We enclose two copies of our stand design drawing
- Our stand does not exceed 4m in height
- Our stand exceeds 4m in height

*If you have ticked this box, please contact the Exhibition Organisers immediately.*

- Our stand incorporates closed rooms/theatres/covered ceilings: we enclose two additional stand design drawings
- Our stand has a raised platform of more than 600mm: we enclose two additional stand design drawings

Please note the maximum stand height is 4 metres.

**THIS ORDER MUST BE RETURNED BY  
Friday 29 May 2009 to:**

CONGREX UK LTD  
4B, 50 SPEIRS WHARF  
PORT DUNDAS  
GLASGOW, G4 9TH  
TEL: +44 (0) 141 331 0123 FAX: +44 (0) 141 331 0234  
EMAIL: [IFLA2009@CONGREX.COM](mailto:IFLA2009@CONGREX.COM)  
CONTACT: DANIELLA GIRASOLI

# Risk Assessment

IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009

Please return by Friday 3 July 2009



## SHELL SCHEME RISK ASSESSMENT

As an exhibitor you have a legal requirement to assess risks appertaining to your participation in any exhibition. This form must be completed, even if you class your stand as low risk.

This form is intended as guidance only and completion does not absolve you from your legal responsibilities or transfer them to IFLA Congress 2009 Ltd.

Please read [Guidance Notes](#) overleaf before completing and returning this form.

IMPORTANT

Exhibition: <b>IFLA Congress 2009</b>		Return by: <b>Friday 03 July 09</b>	
Exhibitor:		Stand Number:	
<b>LIST HAZARDS:</b> <i>See Note 1</i>		<b>PERSONS AT RISK:</b> <i>See Note 2</i>	
<b>ASSESS YOUR RISK:</b> <i>See Note 3</i>		<b>PROBABILITY RATING:</b> <i>See Note 3</i>	
HIGH: Probable to cause major injury		POSSIBLE:	
MED: Possible to cause minor injury requiring First Aid treatment		UNLIKELY:	
LOW: Unlikely to cause anything		REMOTE:	
<b>HOW IS THE RISK ADEQUATELY CONTROLLED?</b> <i>See Note 4</i>			
<b>CONTRACTOR CONTROL:</b> <i>See Note 5</i>			
Signed:		Position:	
PRINT (BLOCK CAPS):			
This Risk Assessment is due to be reviewed on (date here):			

Please return this form to Congrex UK Ltd by Friday 03 July 2009.  
Fax No. +44 (0) 141 331 0234 or email to ifla2009@congrex.com

# GUIDANCE NOTES FOR SHELL SCHEME RISK ASSESSMENT

## How to complete your Risk Assessment Form

All Risk Assessments should be a careful and studied examination of your activities ensuring that your build-up, the open period and breakdown are achieved safely and nothing occurs which could cause harm to any person.

The following guidelines will assist you to make a basic Risk Assessment of your activities. If you are building a large or complicated stand, or are involved in unusual activities during the exhibition, you may need to seek the assistance of a qualified Health and Safety Adjudicator.

### **Note 1**

A hazard is anything that has the potential to cause harm, i.e., a workman falling from a ladder, dropping tools, moving large and heavy loads, etc.

### **Note 2**

In this section you must include everyone who could be injured as a result of such activities, i.e., the workman, other people working on the stand, other exhibitors, porters moving furniture, visitors, etc.

### **Note 3**

Your own assessment of the risks. **A risk is the likelihood of harm arising from a hazard.** Use the columns to judge the risk and tick the appropriate boxes. If both ticks are in the top boxes then you should not pursue the activity (it is too dangerous) and should seek an alternative way of completing the task. If both ticks are in the centre boxes you will need to implement some form of control. If both ticks are in the bottom boxes then it is unlikely that you will need to implement additional controls.

### **Note 4**

You must record the steps you have taken to ensure nothing dangerous occurs. Your entry may read something like 'Use of trained and qualified staff only, rope and post area to restrict area, ensure staff trained in manual handling, etc.' (these examples are guidelines only).

### **Note 5**

You carry some legal responsibility for any person working for you and acts or omissions. You must ensure that any contractors you use are competent and will work in a safe manner. This you may do through requesting copies of their Health & Safety policy. If they cannot supply such documentation you would be wise not to use them. Details of such checks should be entered in this box.

# Risk Assessment

**IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009**

**Please return by Friday 3 July 2009**



## SPACE ONLY RISK ASSESSMENT

As an exhibitor you have a legal requirement to assess risks appertaining to your participation in any exhibition. This form must be completed, even if you class your stand as low risk.

This form is intended as guidance only and completion does not absolve you from your legal responsibilities or transfer them to the IFLA Congress 2009 Ltd.

**Please read Guidance Notes overleaf before completing and returning this form.**

Exhibition: <b>IFLA Congress 2009</b>			Return by: <b>Friday 03 July 2009</b>	
Exhibitor:			Stand Number:	
<b>DATE RA UNDERTAKEN:</b>				
Task	Hazard	Who's at Risk	Risk Level	Precaution/ Control Measure(s) required
<b>SIGNED:</b>			<b>POSITION:</b>	
<b>PRINT NAME:</b> (BLOCK CAPS)				

Continue listing tasks and hazards on additional sheets, but remember that they should only be the most significant areas of risk that will be present on site, during build up, open and break down times.

**Please return this form to Congrex UK Ltd by Friday, 03 July 2009**  
Fax No. +44 (0) 141 331 0234 or email to [ifla2009@congrex.com](mailto:ifla2009@congrex.com)



## The five steps for undertaking a Space Only Risk Assessment are:

An example Risk Assessment (RA) is included overleaf for your reference. A RA can be very simple or involved depending on the complexity of the exhibition it covers. The Law states that any RA must be 'suitable and sufficient' and 'should identify the significant risks arising out of work'; therefore, do not list unlikely hazards, only those which may reasonably be expected to cause harm.

**Step 1: Consider the hazards:** From the tasks you know that are to be undertaken (the Exhibitor can identify these from their Contractors' Method Statement) list the hazards.

Ask yourself some difficult questions. Ignoring any significant hazard in the hope that nothing will happen will often result in an accident. If all significant hazards have been addressed, then you have done everything that is reasonably practicable – it may not be possible to think of every eventuality, but you must be able to show that you have considered and taken action to eliminate or reduce the most likely hazards.

Ask yourself what plant, equipment and materials will be used? What substances being used fall under the COSHH laws? Are datasheets available? How much noise and dust will there be? Will there be vehicle movements and lifting? What fumes will there be? Are the exhibits or displays dangerous? Are the floor plan layout/stand designs safe? Are emergency exits, wider aisles or queuing areas required? Are there sufficient toilet facilities for the expected number of visitors? Is there electricity present? Is alcohol available on site? Is there work being carried out overhead height? Is there the need for late working? Is the weather or time an important factor? What hazards **does** the immediate environment pose – deep water, uneven floors, for example. Have you cash at the show or valuable items?

Ask your staff and Contractors for their observations, as they will usually have spotted things that are not immediately obvious.

**Step 2: Decide who could be harmed and how:** Who will be affected by the hazards identified by Step 1. Consider your employees, exhibitors and contractors, the visitors themselves. Will the general public or office staff from the venue be walking through the area? What about the disabled, or lone workers? After the show shuts for the day, can children, the young and inexperienced or vandals gain access?

Safe working depends on co-operation and communication between firms on site, so take this into account and consider necessary precautions on every aspect of the work being carried out, which include training and the provision of information.

**Step 3: Evaluate the risks:** Once you have considered the first two steps adequately, you can then decide on the appropriate action.

Ask yourself:

- a) Can the hazard be eliminated completely?
- b) If the risk cannot be totally removed, can it be reduced by being done in a different way?
- c) Can protective measures be taken that will protect the entire workforce on site by isolating the hazard?
- d) What measures can you put in place to control the hazard? Can a safe system of work be established?

Personal Protective Equipment (PPE): Protective clothing such as hard hats, ear defenders, etc.) should only be the last step to take and are rarely the only solution. For example, it is far better to schedule overhead work for early access whilst there are no people about in the venue, or at least suitably cordon off the area below, erect signage and ensure that the riggers on the floor use the appropriate **PPE**. Riggers working at height should wear the appropriate PPE.

**Step 4: Record the findings:** If you have risks present, then write down the findings in your Risk Assessment. Communicate the information to those people identified in Step 2, and record what measures you have taken to control those risks.

**Step 5: Review your findings:** This allows you to learn by experience and take account of any unusual conditions or changes that occur – or occurred on site.

Shortly after the show, ask yourself some hard-hitting questions: Were the control measures you implemented effective? How many accidents or near misses occurred? Have your contractors brought new plant and equipment since the last Risk Assessment? Have you taken on new or young and inexperienced staff, appointed new contractors or sold space to new exhibitors? Has the venue changed?

Establishing what went wrong and what went right will help in managing your show all the more effectively next time.

## Notes

The form overleaf is included as an example of the way a Risk Assessment can be set out and the information recorded.

A **SIGNIFICANT RISK** can be defined as a hazard that will more than likely cause harm or injury.

A **SAFE SYSTEM OF WORK** can be defined as 'The integration of personnel, articles and substances in a suitable environment and workplace to produce and maintain an acceptable standard of safety.'

## Access Passes

**IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009**

**Please collect on set up dates 22 and  
23 August 2009**



All exhibiting stand personnel and contractors will require Access Passes in order to gain access through the Milano Convention Centre gates and entry into Hall A. All Companies need to have FIERA MILANO CONGRESSI RED PASS for vehicle entrance.

An Access Pass voucher will be sent to you electronically, and will be included in the Joining Instructions email.

Please give the vouchers to your contractors for them to hand over to me on the exhibition build dates and in return I will provide them with a Contractor badge.

**There is no charge for Access Passes.**

# Vehicle Scheduling

**IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009**



**Please return by Friday 03 July 2009**

Exhibitor Name ..... Stand No .....

Contractor Name .....

Contact .....

Tel No ..... Fax No .....

Type of stand (✓)                       space only                       shell scheme

Please indicate your first, second and third choice for access to the loading area during the exhibition build days:

**Space Only Exhibitors – Saturday 22 August 2009 (08.00 – 20.00)**

**All Exhibitors - Sunday 23 August 2009 (08.00 – 12.00).**

Date Saturday 22 August	Time	1 <sup>st</sup> Preference (✓)	2 <sup>nd</sup> Preference (✓)	3 <sup>rd</sup> Preference (✓)
	08.00 – 08.30			
	08.30 – 09.00			
	09.00 – 09.30			
	09.30 – 10.00			
	10.00 – 10.30			
	10.30 – 11.00			
	11.00 – 11.30			
	11.30 – 12.00			
	12.00 – 12.30			
	12.30 – 13.00			
	13.00 – 13.30			
	13.30 – 14.00			
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	15.30 – 16.00			
	16.00 – 16.30			
	16.30 – 17.00			
	17.00 – 17.30			
	17.30 – 18.00			
	18.00 – 18.30			
	18.30 – 19.00			
	19.00 – 19.30			
	19.30 – 20.00			

Date Sunday 23 August	Time	(✓) 1 <sup>st</sup> Preference	(✓) 2 <sup>nd</sup> Preference	(✓) 3 <sup>rd</sup> Preference
	08.00 – 08.30			
	08.30 – 09.00			
	09.00 – 09.30			
	09.30 – 10.00			
	10.00 – 10.30			
	10.30 – 11.00			
	11.00 – 11.30			
	11.30 – 12.00			

<b>Estimated time to unload the vehicle</b> (Please try to restrict this to 30 minutes)	
<b>Registration Number</b>	
<b>Size/Type of Vehicle</b>	

If you are using more than one vehicle, please photocopy this form and complete one form per vehicle. Unloading times will be confirmed upon receipt of form.

**Note:** Drivers must accept the instructions of traffic controllers/security staff at all times.

**Important:** Forms must be returned by the specified date to be included in the vehicle schedule.

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**THIS ORDER MUST BE RETURNED BY  
Friday 03 July 2009 to:**

CONGREX UK LTD  
4B, 50 SPEIRS WHARF  
GLASGOW, G4 9TH  
TEL: +44 (0) 141 331 0123      FAX: +44 (0) 141 331 0234  
EMAIL: IFLA2009@CONGREX.COM  
CONTACT: DANIELLA GIRASOLI

# Bar Code Readers

IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009

Please return by Friday 17 July 2009



To hire one or more bar code readers, please complete this order form and return to Congrex UK Ltd as soon as possible. The deadline for receipt of orders is Friday 17 July 2009, after which delivery on site cannot be guaranteed. The data sent to you after the Congress will be sent via email and can be either in PC-CSV or PC Excel format. You will receive the name and demographic data that has been received by the secretariat.

It is vital that you enter ALL of the required information on both pages to hire the readers.

Name .....

Company .....

Address .....

Tel No ..... Fax No .....

Contact (on-site) .....

Email .....

Stand Number .....

Number of bar code readers required ..... x €295.00 + VAT @ 20%  
(Total per reader = €354.00)

Total Due € EURO .....

Email for delivery of data after the Congress .....

Format: PC Excel Spreadsheet

## Payment

✓

I enclose a cheque/bankers draft in EUROS, made payable to Congrex UK Ltd for the total amount due, including VAT. Please send me an invoice for the above amount.

I authorise you to debit my MasterCard/Visa for the total amount due, including VAT.

Cardholder name .....

C/C number

Security Code    Expiry date

Name and address of the credit card holder if different from the one listed above:

Name .....

Address .....

Print Name ..... Date .....

Signature .....

# Bar Code Readers

**IFLA Congress 2009,  
Milano Convention Centre,  
Milan, Italy, 23 – 27 August 2009**

**Please return by Friday 17 July 2009**



## Disclaimer

In the event that your bar code reader becomes damaged or is lost, you will be liable for a charge. You are required to return your bar code reader each evening at the latest 30 minutes after the exhibition closes. Should you not meet this requirement, we cannot guarantee the battery life and data integrity in the bar code reader. Should any data be lost or corrupted for any other reason, you will be refunded the hire for the day of the incident.

In order to collect your reader(s) on site you will need to complete the information below.

Your credit card number will be held as a guarantee for the duration of the Congress and for one month following. If any readers suffer damage, are lost or are not returned this credit card will be charged. If all readers are returned in full working order, this credit card number will be destroyed.

Please sign below to state that you accept these conditions.

**Cardholder name** \_\_\_\_\_

**C/C number**                        

**Security Code**                            **Expiry date**   

Name and address of the credit card holder if different from the one listed above:

Name: .....

Address: .....

Print Name: ..... Date: .....

Signature: .....

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**THIS ORDER MUST BE RETURNED BY  
Friday 17 July 2009 to:**

CONGREX UK LTD  
4B, 50 SPEIRS WHARF  
GLASGOW, G4 9TH  
TEL: +44 (0) 141 331 0123                      FAX: +44 (0) 141 331 0234  
EMAIL: IFLA2009@CONGREX.COM  
CONTACT: DANIELLA GIRASOLI

To be returned before 15 May 2009 to:  
Congrex Travel, 4B, 50 Speirs Wharf, Port Dundas, Glasgow G4 9TH  
Tel: +44 (0) 207 112 1860 Fax: +44 (0) 207 117 4298 E-mail: ifla2009accom@congrex.com

Title:  Prof  Dr  Mr  Mrs  Ms  Miss

Family Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Department: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

City: \_\_\_\_\_

State/Province: \_\_\_\_\_

Country: \_\_\_\_\_

Phone (country-area-local): + \_\_\_\_\_

Fax (country-area-local): + \_\_\_\_\_

E-mail: \_\_\_\_\_

**Accompanying Person**

Family Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Section Officers and Governing Board members are reminded that, although the official congress dates are 23 - 27 August 2009, the business meetings take place 21, 22 and 28 August according to normal practice.

Date of arrival: ..... Estimated time of arrival: .....

Date of departure: ..... Number of nights: .....

Arrival by:  Car  Train  Airplane

Hotels	Single Room	Double Room
Price Category A	<input type="checkbox"/> EUR €180.00 - €200.00	<input type="checkbox"/> EUR €200.00 - €230.00
Price Category B	<input type="checkbox"/> EUR €140.00 - €175.00	<input type="checkbox"/> EUR €160.00 - €185.00
Price Category C	<input type="checkbox"/> EUR €100.00 - €135.00	<input type="checkbox"/> EUR €120.00 - €155.00
Price Category D	<input type="checkbox"/> EUR €50.00 - €95.00	<input type="checkbox"/> EUR €70.00 - €115.00

Preferred Hotel: .....

All rates are per room and per night, including breakfast, service and taxes. Early reservation is highly recommended. Congrex Travel reserves the right to book you in another room if your preferred hotel is fully booked.

## Additional Requirements / Information:

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### Reservation

For booking, please complete this hotel reservation form and return it to Congrex Travel not later than **15 May 2009**. Requests will be accepted thereafter, however, hotel accommodation is subject to availability and cannot be guaranteed. After this deadline, bookings are only possible against full payment by credit card and an extra late reservation fee of EUR 30.00 will be charged.

### Payment Policy

To guarantee your reservation a **deposit of EUR €200.00** is required. Please include either a copy of your bank transfer to our account at the UBS AG, or provide a credit card that we shall debit. Upon receipt of the deposit, each participant will receive a final confirmation with an invoice. **Full payment has to be made to Congrex Travel by 19 June 2009**. Do not send any payment to the Hotel.

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### Please indicate form of payment for the deposit:

**Bank Transfer** - any bank charges will be applied to the sender - to the account of Congrex Travel at UBS AG, IBAN Number CH62 0023 3233 5954 0061P, Swift code UBSWCHZH80A.

**Credit Card**                       VISA                       Mastercard                      CVV2 Code

Card Number:

Expiry Date:  /   
(m / m)                      (y / y)

Card Holder's Name:

All room charges must be prepaid to Congrex Travel. However, when checking out, all extras (mini bar, telephone charges, room service, etc.) must be settled with the hotel directly.

### Cancellation Policy

If your hotel reservation is cancelled on or before **19 June 2009**, the deposit will be refunded less EUR €60.00 handling fee. If your reservation is cancelled after **19 June 2009** or if you arrive later or leave earlier than on the dates indicated on your reservation form, the total accommodation amount will be charged and no refunds can be made.

Any change of reservation will be subject to a handling fee of EUR €30.00. Changes or cancellations have to be made in writing to Congrex Travel, please contact us at ifla2009accom@congrex.com or fax +44 (0) 207 117 4298. Please do not contact the hotel directly.

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Signature: ..... Date:  /  /   
(d / d)                      (m / m)                      (y / y)

The participant acknowledges that he/she has no right to lodge damage claims against the organizers should the holding of the congress be hindered or prevented by unexpected political or economic events or generally by force majeure, or should the non-appearance of speakers or other reasons necessitate program changes. With reservation, the participant accepts this proviso.



# EXHIBITION HANDLING & FREIGHT ORDER FORM



4<sup>TH</sup> Floor Broadway House  
 3 High Street, Bromley Kent  
 BR1 1LF  
**Tel:** + 44 (0) 208 461 8730  
**Fax:** + 44 (0) 208 228 1172  
**Contact: John Evans**  
**Email:** jevans@agilitylogistics.com



Please arrange to receive, unload and position the following consignment to:		Exhibitor name		Hall no			Stand no	
Number and Type of Packaging	Description of Goods	Gross Wt. Kg	Dimension cms			Value		
			L	W	H			

NB: If you are unsure of this information at the time of completing this form, do not worry!  
 We will contact you to discuss final arrangements nearer the time of the exhibition.

We require the following services:  
 (Please tick as required)

- UK / overseas transport
- Customs clearance at local airports and direct service to fairsite
- Temporary customs clearance (upon approval of documentation)
- Permanent customs clearance (duty may be applicable)
- Unloading / Reloading by Fork truck / Crane to our exhibition stand
- Additional labour/equipment for unpacking/assembly of exhibits
- Collection, storage and re-delivery of empty packing material
- Full goods storage
- Return shipping services

**Special Instructions:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Goods are ready for collection on:

Date: \_\_\_\_\_ Time: \_\_\_\_\_

We require goods on stand by:

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Company name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel / Fax: \_\_\_\_\_

Company registration: \_\_\_\_\_

VAT No: \_\_\_\_\_

Visa/MasterCard No: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Security No: \_\_\_\_\_

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Signed: \_\_\_\_\_

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