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AND INFORMATION  
CONGRESS:  
78<sup>TH</sup> IFLA GENERAL  
CONFERENCE  
AND ASSEMBLY



IFLA  
2012 Helsinki

11–17 August

<http://conference.ifla.org/ifla78>

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## EXHIBITION TECHNICAL MANUAL

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# General Information

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## Congress Organiser

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IFLA  
PO Box 95312  
NL-2509 CH The Hague  
Netherlands  
Tel.: +31 70 31 40884  
Fax: +31 70 38 34827  
Email: ifla@ifla.org



## Congress Venue

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Helsinki Exhibition & Convention Centre (HECC)  
Messuaukio PO Box 21  
FI-00521 Helsinki  
Finland  
Tel.: +358 9 150 91  
Fax: +358 9 142 358  
Email: info@finnexpo.fi

## Congress Secretariat

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Exhibition / Sponsoring  
c/o K.I.T. Group GmbH  
Tel.: +49 30 24 60 3-275  
Fax: +49 30 24 60 3-200  
Email: wlic2012-sponsorship@kit-group.org



Registration  
c/o K.I.T. Group GmbH  
Tel.: +49 30 24 60 3-380  
Fax: +49 30 24 60 3-200  
Email: wlic2012-registration@kit-group.org

Accommodation  
c/o K.I.T. Group GmbH  
Tel.: +49 30 24 60 3-384  
Fax: +49 30 24 60 3-200  
Email: wlic2012-hotel@kit-group.org

# General Information

## Congress and Venue Information

### Banks and Exchange Offices

Banks are usually open Monday-Friday 09.15-16.15 and at the airport every day 06.00-19.30 (until 23.00 in the transit area). For an ATM machine, look for the sign "OTTO". OTTO accepts the following international ATM and credit cards: Visa, Visa Electron, EuroCard, MasterCard, Maestro, Cirrus, EC and plus.

### ATM Facilities

At the Helsinki Exhibition & Convention Centre (HECC) there are two ATM facilities available (near Hall 1 and Hall 6). One of them is situated between the registration area and the main entrance to the Exhibition Hall.

### Congress Documentation

Exhibitors are entitled to one Congress Bag per stand containing Congress documentation. You will receive your Congress Bag at your exhibition stand.

### Delegate Badges

Delegate Badges will be bar-coded. Exhibitors and sponsors wishing to scan delegate details can hire a barcode reader. (See lead capture section for more details)

### List of Participants

A CD-ROM with the list of participants, exhibitors and papers will be included in the Congress Bags.

### Message System

There will be a message board and desk located in the Registration Area.

### Photocopying on Site

Photocopying service will be available onsite.

### Passports, Visas and Letters of Invitation

Citizens of Nordic countries (Denmark, Iceland, Sweden and Norway) do not need a passport for entering Finland. EU-nationals and citizens of Liechtenstein, Monaco, San Marino, Switzerland and Schengen Agreement countries can enter Finland with a valid passport or a valid identity card. All other nationalities require a valid passport. It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. It is recommended to apply for a visa at least 3 months in advance of the Congress.

Attendees requiring a Letter of Invitation in order to attend the Congress are asked to visit the Congress website for an online personalised Letter of Invitation. This must be submitted to the relevant embassy together with a copy of your registration confirmation.

### Poster Boards

Poster board displays will be located in the Exhibition Area within Hall 4 & Hall 5 of the Helsinki Exhibition & Convention Centre (HECC).

### Smoking

In Helsinki, smoking is prohibited where posted on public transport and in some public buildings. Smoking is not allowed inside restaurants. It is always advisable to take your cue from those around.

### Internet / Wi-Fi

Internet for your stand can be ordered through the Exhibition and Sponsorship Ordering System (ESOS®). Alternatively, you can visit the Internet Areas and Paper Printing Zone which will be located in the Exhibition Area, Hall 4 & Hall 5.

There will be free Wi-Fi (Wireless Local Area Network) within the Venue for all delegates. This is also available for the exhibitor's personal use. However, this is an unsecure network and therefore not suitable for exhibitor stands.

Please be aware that due to technical reasons Wi-Fi networks always have their limitations regarding the number of logged-in devices (PCs, notebooks, smartphones, tablets etc.) and available bandwidth. Therefore access for all attendees at the same time cannot be guaranteed.

# General Information

## Social Events

### Overview

|                                  |                            |
|----------------------------------|----------------------------|
| Sunday, 12 August, 10.30 – 12.00 | Opening Ceremony           |
| Sunday, 12 August, 16.00 – 18.00 | Exhibition & Opening Party |
| Tuesday, 14 August, 19.00        | Cultural Evening           |

### Exhibition Reception, 12 August, 16.00 – 18.00

The Exhibition Reception will be held in the Exhibition Area at the Helsinki Exhibition & Convention Centre (HECC). The evening provides a relaxed atmosphere for attendees to socialise, connect with old friends and network with new people. Attendees also have the opportunity to network with the exhibitors. The Exhibition Reception is included in the registration fee.

### Cultural Evening, 14 August, 19.00

The Cultural Evening is an event of entertainment which will bring attendees together to showcase the local culture of the host city as well as the host country. The evening will be hosted in the Wanha Satama venue.

For more information regarding the social events at IFLA WLIC 2012 please visit the Congress website at [www.ifla.org](http://www.ifla.org).

## Library Visits

There are a number of interesting libraries in Helsinki and the Finland region. For more details please visit the Congress website [www.ifla.org](http://www.ifla.org).

## Tours and Activities

For information about the Tours and Activities occurring during IFLA WLIC 2012, please visit the Congress website [www.ifla.org](http://www.ifla.org).

## Dates to Remember

### Congress Dates

11-17 August, 2012

### Exhibition Dates

12-15 August, 2012

### ESOS® Online for Purchasing Services and Items

2 May, 2012

### Begin Exhibitor Badge Registration

27 April, 2012

### Deadline for Submission of Company Profile in ESOS®

(To be printed in Congress Programme)

8 June, 2012

### Deadline for Booth Layout Submission and Description of Planned Activities and Actions

15 June, 2012

### Deadline Standard for Ordering in ESOS®

(Late fees apply after this date and items will be subject to availability)

15 June, 2012

### Deadline for Item & Service Ordering in ESOS®

(Only onsite orders subject to availability after this date)

27 July, 2012

# Exhibition Information

## Exhibition Schedule

### Exhibition Set-up

|                     |               |   |
|---------------------|---------------|---|
| Saturday, 11 August | 08.00 – 20.00 | Exhibition Set-up (Exhibitors with Space Only Stands)     |
|                     | 16.00 – 20.00 | Exhibition Set-up (All Exhibitors)                        |
| Sunday, 12 August   | 08.00 – 12.00 | Exhibition Set-up (All Exhibitors)                        |
|                     | 12.00 – 15.30 | Exhibition Set-up only within the stands (All Exhibitors) |

### Exhibition Opening Times

|                      |               |                                       |
|----------------------|---------------|---------------------------------------|
| Sunday, 12 August    | 16.00 – 18.00 | Exhibition Reception & Opening Party* |
| Monday, 13 August    | 09.30 – 17.30 |                                       |
| Tuesday, 14 August   | 09.30 – 17.30 |                                       |
| Wednesday, 15 August | 09.30 – 14.30 |                                       |

### Exhibition Dismantling

|                      |               |   |
|----------------------|---------------|---|
| Wednesday, 15 August | 14.30 – 16.00 | Silent Exhibition Dismantling within the booths |
|                      | 16.00 – 24.00 | Exhibition Dismantling                          |

\*Please make sure you are at your booth no later than 15.30 on Sunday 12 August ready for the Exhibition Reception & Opening Party!

## Set-up Times

Access to the Exhibition Hall will be available to Exhibitors with space only stands from 08.00 on Saturday, 11 August; space only Exhibitors will have exclusive access to the hall until 16.00. After this shell scheme Exhibitors are permitted. Exhibition set-up closes on Saturday, 11 August at 20.00 and will resume at 08.00 on Sunday, 12 August. Basic shell scheme stands and stand furniture will be in place by 16.00 on Saturday, 11 August. All stands should be completed to the satisfaction of the Organisers by 12.00 on Sunday, 12 August.

## Carpets

Carpets will be laid on Saturday, 11 August from 20.00. Exhibitors must remove boxes and tools from the aisles and must keep them free for the carpet layers. If the Exhibitor fails to do so then boxes/materials will be removed at the Exhibitor's expense.

## Dismantling Times

The Exhibition will officially close at 14.30 on Wednesday, 15 August. Dismantling of stands may not start before this time, nor before delegates have left the Exhibition Floor. Due to some sessions still running from 14.30 - 16.00 only silent dismantling within the stands is permitted. Trucks will be allowed to enter the Exhibition Hall from 16.00. Exhibitors with shell schemes shall vacate their booths, having removed all materials by 16.00. The Exhibition Area must be clear

of all exhibits/stands/materials by 24.00 on Wednesday, 15 August.

**IMPORTANT:** Any items remaining after dismantling will be removed and disposed of. Neither the Organisers nor Venue will be held responsible for any loss or damage.

During set-up and dismantling periods, the Exhibition Hall is considered a building site. Therefore all stand contractors/exhibitors are responsible for the work environment and fire protection within their stand area. Please take the necessary steps to protect yourself and other stand builders/exhibitors from the risk of any accidents happening.

During set-up and dismantling and during the Exhibition, no one under the age of 18 will be permitted in the Exhibition Hall.

## Vehicle Passes

On arrival at delivery gates 4.2 and 5.6, security will provide a voucher for the windscreen of your vehicle. The arrival time will be marked on this voucher. Car and truck drivers will be reminded to park their vehicles outside of the Exhibition Hall after the unloading. All stand builders and their crews must wear their construction passes (wristbands) during the Exhibition set-up and dismantling period. Construction passes are available to order on ESOS®.

# Exhibition Information

## Delivery & Storage

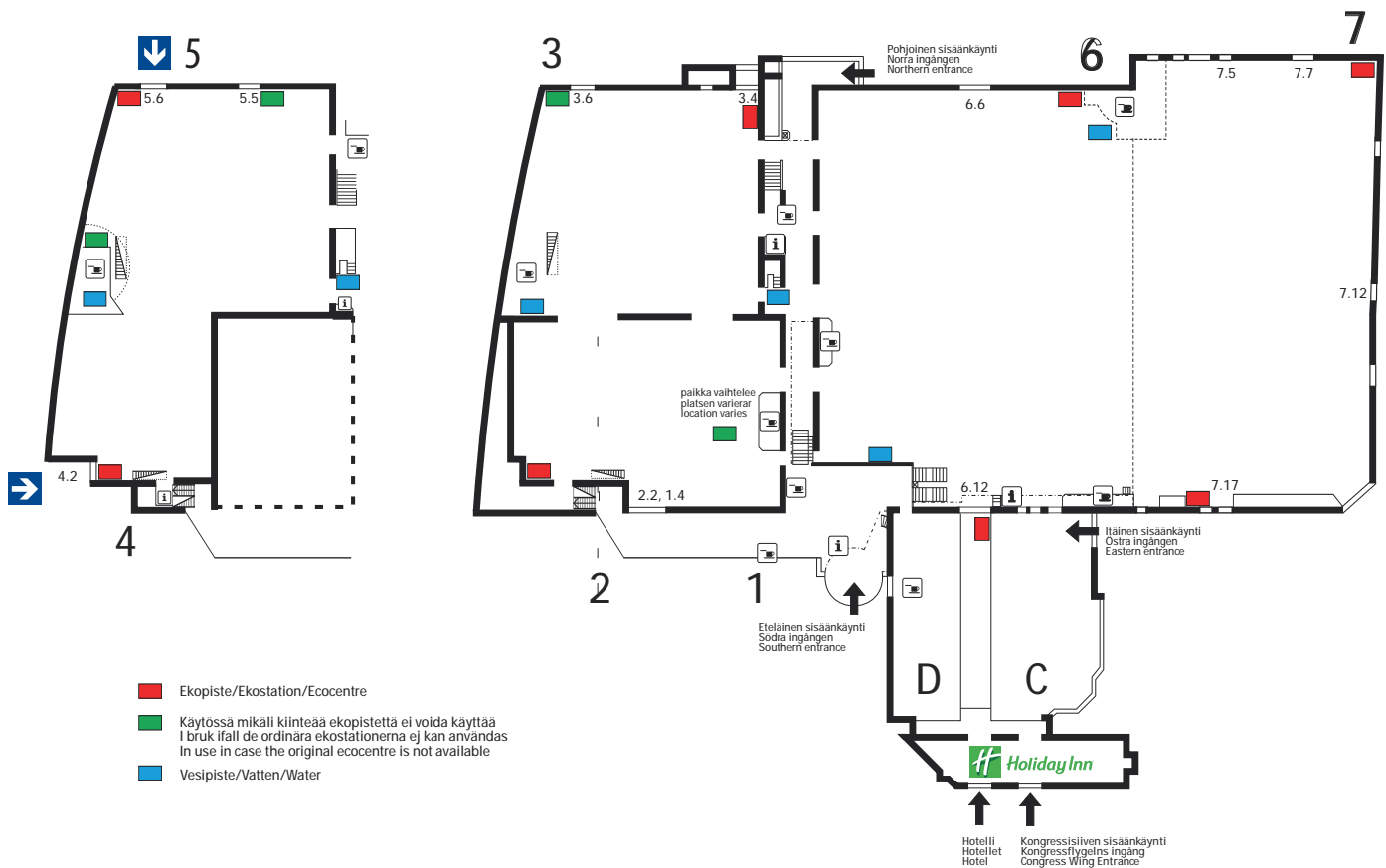
### Overview map of the Helsinki Exhibition & Convention Centre



www.finexpo.fi

## Delivery Gates

Trucks can enter the Exhibition Hall directly through the delivery gates 4.2 & 5.6.





# Exhibition Information

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## Delivery & Storage

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Note that there are no storage capacities inside the Exhibition Halls / the HECC. Deliveries must be arranged so that they arrive at the Exhibition Grounds during the set-up / operation times of the Exhibition.

### Please note:

- Exhibitors are responsible for picking up any deliveries of materials to the HECC and should be present to receive deliveries. Neither the Venue nor the Organiser can be held responsible for deliveries made in the absence of the person in charge. The Organisers and their contractors will not accept any deliveries for Exhibitors at any time.
- The HECC or the organiser cannot be held responsible for delays or other difficulties arising due to the Exhibitors not respecting the schedules and guidelines.

## Customs Clearance / Material Handling & Forwarding / Storage

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Each Exhibitor will be required to fulfil customs formalities with respect to equipment and products of foreign origin. The Congress Secretariat can not be held responsible for any difficulties. The handling and transportation of the Exhibitors' material into, out of and within the Exhibition will be at the Exhibitors' expense.

## Movement of Deliveries

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Exhibitors are advised to make their own arrangements for handling exhibits, brochures etc. If you require lifting facilities such as trolleys, cherry pickers and forklift assistance, please contact Agility Fairs & Events, the official freight forwarder, for more information.



# Exhibition Information

## Official Freight Forwarder

Agility Fairs & Events has been appointed the official freight forwarder of IFLA WLIC 2012. Please contact this contractor to help you with customs clearance, transportation and storage of exhibition material:

### Agility Fairs & Events

7th Floor  
26 Elmfield Road  
Bromley  
Kent BR1 1WA  
United Kingdom  
Contact: John Evans  
Tel.: +44 208 461 8730  
Fax: +44 208 228 1172  
Email: [jevans@agilitylogistics.com](mailto:jevans@agilitylogistics.com)

Detailed shipping instructions and the Exhibition handling & freight order form can be downloaded from ESOS® Download Files:  
[https://www.kitsecure.org/ifla2012/files/download\\_files.html](https://www.kitsecure.org/ifla2012/files/download_files.html)

## Instructions for Bag Inserts

Bag inserts should be delivered to the Helsinki direct delivery address. It is important that Agility Fairs & Events are notified of the delivery prior to dispatch. It is also essential that all pieces are labelled as follows:

Exhibition: IFLA 2012, Helsinki  
'for BAG INSERTS'  
Exhibitor / company name:  
Attn: John Evans, Agility  
No. of pieces: (i.e 1 of 4 / 2 of 4 etc)

The deadline for delivery is 7 August, 2012. Please send an email to John Evans at Agility Fairs & Events prior to dispatch of goods.

## Helsinki Direct Delivery

For deliveries direct to Helsinki please notify the contact person below and consign your deliveries to the following address:

### Contact person:

Agility Fairs & Events  
John Evans  
Tel.: +44 20 8461 8730  
Email: [jevans@agilitylogistics.com](mailto:jevans@agilitylogistics.com)

### Delivery address:

IFLA 2012  
Suomen Messulogistiikka Oy  
Aleksis Kiven katu 17 A  
00510 Helsinki  
Finland  
Attn: David Palamo  
Tel.: +358 50 4307 082

## Advertisement Specifications

Printing files require the characteristics mentioned below and should be delivered to [tpietzsch@kit-group.org](mailto:tpietzsch@kit-group.org) no later than 31 May, 2012.

### Congress Programme / Full Page Advertisement:

Size: Din A5 format, 148 mm (width), 210 mm (height) / Portrait  
+ 3 mm bleed each side including bleed marks  
Colour: 4 Colour Print / CMYK  
File format: PDF file with embedded fonts  
Contained images: Minimum Resolution 300 dpi  
Please keep important elements at least 5 mm away from the document's border.

### Congress Programme / Half Page Advertisement:

Size: Din A6 format, 148 mm (width), 105 mm (height) / Landscape  
+ 3 mm bleed each side including bleed marks  
Colour: 4 Colour Print / CMYK  
File format: PDF file with embedded fonts  
Contained Images: Minimum Resolution 300 dpi  
Please keep important elements at least 5 mm away from the document's border.

### Pocket Programme / Full Page Advertisement:

Size: 105 mm (width), 130 mm (height) / Portrait  
+ 3 mm bleed each side including bleed marks  
Colour: 4 Colour Print / CMYK  
File format: PDF file with embedded fonts  
Contained Images: Minimum Resolution 300 dpi  
Please keep important elements at least 5 mm away from the document's border.

# Exhibition Information

## Instructions for Email Blasts

Send out your individual announcement for your session, exhibition, booth or other information to all registered attendees. The email will be sent out by the Congress Secretariat. Sponsors must provide email design, texts, pictures, etc. in HTML format with links to all graphics two weeks prior to the date the Email Blast is due to be sent out. Please contact the Congress Secretariat for further information: [wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org)

## Instructions for Lead Capture

Record delegate contact information the easy, fast and subtle way and maximize your presence at the Congress.

### Onsite benefits:

- Smooth and quick scanning process
- Less interruption of conversation flow
- Personal notes to contacts to better recall delegates` needs

### Additional benefits:

- Management of own online portal with customised qualifiers and surveys
- Information simple to access and simple to share with the entire sales team
- Graphical representation of statistical data
- Online access for customisation
- Onsite support

### Cost / Price:

- **EUR 350.00 net (standard fee until 15 June, 2012)**
- **EUR 380.00 net (late fee from 15 June, 2012)**

*Lead Capture is available through ESOS®*



*\* Picture used for illustration purposes only*

# Exhibition Information

## Technical Data of Exhibition Halls

The Exhibition will be located at Halls 4 & 5 of the Helsinki Exhibition & Convention Centre.

### Hall 4

- Surface area 3,446 m<sup>2</sup>
- Ceiling height 9,30 m
- Grey concrete flooring
- Maximum loading 700 kg load/m<sup>2</sup> , 7,000 kg spot load
- Service door 4.2.: width 350 cm, height 470 cm

### Hall 5

- Surface area 7,318 m<sup>2</sup>
- Free height 8,80 m
- Grey concrete flooring
- Maximum loading 700 kg load/m<sup>2</sup> , 7,000 kg spot load
- Service door 5.6.: width 385 cm, height 460 cm

Hall 4 & Hall 5: There are technical service traps in the floor with connections to the main electricity, telephone networks, aerial system, compressed air system, plumbing and drainage. Direct delivery is possible via a loading area at street level.

## General Lighting, Types of Current, Voltages

The general hall lighting has an intensity of at least 100 lux, measured 1m above the hall floor.

Available types of current and voltages on the exhibition grounds:

Type of supply: TN-C/S network

AC 230 volt (± 10%) 50 Hz

Local electrical plug system: CEE 7/4 (6A /250V grounded)  
(German/French: „Schuko“)

Industrial grade:

Three-phase 3 x 400 volt (± 10%) 50 Hz

Local electrical plug system:

3P+N+E (three phase with neutral), Europe-wide IEC 60309 system  
For more detailed information and images, please refer to an online encyclopaedia.

## Electrical Installations / Electrical Connections

One or more connection points with fuse boxes and master switches will be provided for each stand where electrical power is required. These connections (main connections) will be installed by the Congress Secretariat or its contractors and there will be a charge for this work.

An outline sketch must be provided showing the required location of the connections. The sum total of the power required by all consumer units (electric lights, motors, appliances etc.) should be shown, to enable a sufficient cross-section for the power supply lines to be calculated. For safety reasons the power supply may be cut off on the final day after the close of the exhibition.

## Sprinkler System

The halls are fitted with sprinkler systems. Any superstructure occupying more than 30 m<sup>2</sup> of stand area with an enclosed ceiling area requires the installation of a sprinkler system that conforms to the local fire prevention standard.

## Heating/Ventilation

The halls are equipped with ventilation systems. If necessary, the halls will be heated (+18 °/ 20 °C), or cooled (+26° / 30°C) during the event.

## Faults of Technical Systems

The Congress Secretariat must be informed immediately in the event of any faults occurring in technical supply and technical systems. The Congress Secretariat is not liable for loss or damage of equipment resulting from such faults, unless at least grossly negligent behaviour on the part of a legal representative or vicarious agent has occurred. In accordance with statutory obligations, the organisers shall be liable for damages caused intentionally or by gross negligence in the event of any damage claims resulting from fatal injuries, bodily or health injuries.

## Parking

There are 4,600 parking places at the parking area of the Helsinki Exhibition & Convention Centre (HECC). There are no special parking areas for booth builders and their trucks.

The parking fees will be charged on a 24 hours basis:

|                |                      |
|----------------|----------------------|
| <b>1 day</b>   | 7 EUR incl. 23% VAT  |
| <b>2 days</b>  | 11 EUR incl. 23% VAT |
| <b>3 days</b>  | 15 EUR incl. 23% VAT |
| <b>4 days</b>  | 19 EUR incl. 23% VAT |
| <b>5 days</b>  | 23 EUR incl. 23% VAT |
| <b>10 days</b> | 37 EUR incl. 23% VAT |

# Exhibition Information

## Traffic on the Exhibition Grounds, Emergency Exits, Safety Installations

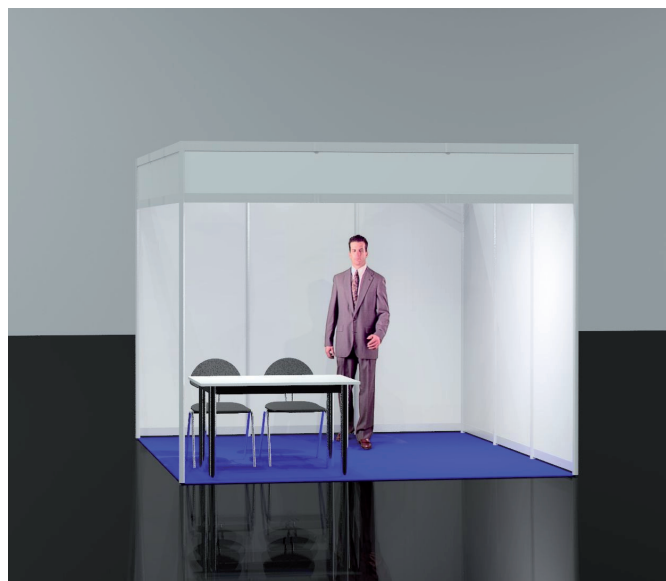
To ensure that traffic flows smoothly during the construction and dismantling periods and during the event itself, the rules intended to regulate and direct traffic must be strictly observed, as must any instructions issued by persons in authority. Local Road Traffic Regulations apply throughout the Exhibition grounds and parking areas. Restrictions on entry, due to a traffic jam at the Venue and rules regarding payments during events and during the construction and dismantling periods, might be imposed. Illegally parked vehicles, semi-trailers, containers, receptacles and empty packaging of all kinds will be removed at the expense and risk of the owner. The instructions of the personnel appointed by the Congress Secretariat to direct and regulate traffic must be strictly complied with, and attention must be paid to any relevant information.

## Shell Scheme Package

The shell scheme package is provided for all Exhibition stands unless a space only block is requested. The charge for stand rental is included in the price per square metre.

### The shell scheme package includes:

- Modular standard booth
- Sign board
- Lighting
- One electricity mains 16A/240V
- 1 table (0.70 x 1.40m)
- 2 chairs
- Carpet



Exhibitors may add additional items to the shell scheme package but can not choose single items from the shell scheme package.

All other configurations need to be discussed with the Congress Secretariat and materials must be booked through the Exhibition and Sponsorship Ordering System (ESOS®).

## Space Only Stands - Approval of Stand Construction and Design

Exhibitor's plans of booth layout including the marked position for the electrical mains and other supply connections must be submitted to the Congress Secretariat for approval no later than 15 June, 2012. Please send your booth layouts to [WLIC2012@t-e-m.de](mailto:WLIC2012@t-e-m.de). (Preferably as email attachment)

No booth or display is to block any aisle or emergency exit. The Congress Secretariat takes no responsibility in delayed or refused approval for booth layout plans which have been submitted after the published deadline.

All booths higher than 2.5m must be approved. Booths can only be accepted and set up on the basis of detailed reference documentation, including visualisation of booth design and dimensioned drawings, submitted by the Exhibitor or their contractors to the Congress Secretariat. Any changes or additions must be submitted in due course and are also subject to approval by the Congress Secretariat.

Since the Exhibition Halls have no floor covers every Exhibition booth must be carpeted.

The maximum construction height of booths is limited to 6.00m in Halls 4 and 5.

For a complete overview of all rules and regulations of the Exhibition please refer to the Technical Guidelines and Regulations section and to the Technical Terms & Conditions in ESOS® ([https://www.kitsecure.org/ifla2012/files/download\\_files.html](https://www.kitsecure.org/ifla2012/files/download_files.html)).

## Empty Packaging

Empty packaging of all kinds, (e.g. boxes and packing materials) may not be stored in the hall, either inside or outside the stand. Any such empty packaging must be removed immediately, due to the fire safety regulations.

# Exhibition Information

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## Cleaning and Disposal of Waste

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The general Exhibition Areas and aisles will be cleaned during the Exhibition time on a daily basis but this does not include the booths. If you wish to have your booth cleaned, (tables washed off, floor cleaning) please place an order online via ESOS®.

Waste disposal is also not included. The Exhibitor is responsible for the disposal of its waste and any debris resulting from the set-up and dismantling of the Exhibition as well as the Congress itself. Refuse and waste materials which have been left in the Exhibition Area and have not been registered with the Congress Secretariat in advance will be subject to a higher charge of 250 EUR per m<sup>3</sup> (plus personnel charges to cover administrative expenses).

## Security Personnel

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The Congress Secretariat will be responsible for providing general supervision of the halls and the open-air grounds for the duration of the Congress. General supervision by security personnel will only be provided at certain times during construction and dismantling. The Congress Secretariat is entitled to implement any measures needed for carrying out checks and providing security cover. These personnel are not assigned to certain booths and / or stands.

A suitable security cover for the stand and its items must be organised by the Exhibitors themselves.

Security officers to guard the stands may be ordered via ESOS®.

## Catering

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Regarding catering orders for your booth please contact:

Fazer Restaurants  
Helsinki Exhibition & Convention Centre  
Messuaukio 1  
FI-00520 Helsinki  
Finland  
Tel.: +358 9 150 9529  
Mobile: +358 40 715 2785  
Email [henrik.eriksson@finnexpo.fi](mailto:henrik.eriksson@finnexpo.fi)

## Sales During the Exhibition

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Exhibitors aiming to sell products during the Exhibition should contact the Congress Secretariat for approval no later than 15 June, 2012.

# General Services & Items for Hire

## Exhibition and Sponsorship Ordering System (ESOS®)

All items and services can be ordered via the Exhibition and Sponsorship Ordering System (ESOS®) from 2 May, 2012.

ESOS® is an online system whereby companies can purchase services and items for their Exhibition space, satellite symposium or hospitality suite/meeting room, including furniture, technical equipment, decorations, installations, hostesses and cleaning on a rental basis.

### How to use ESOS®:

- 1.** Go to <https://www.kitsecure.org/ifla2012/> for the link to ESOS®. Please login\* to your account and click on “Exhibition Space” (where you will see your space booking), then “Order Space Items”\*\*. You will then see a list of categories to choose from, including furnishings, shell schemes, AV and technical equipment.
- 2.** Please feel free to browse for items and place desired items into your Shopping Cart. You can later edit or delete the items you have placed in your Shopping Cart.
- 3.** When you are ready to purchase the items please go to your Shopping Cart and select the items you would like to check-out. **PLEASE NOTE:** Before purchasing any item or service featured on ESOS®, Exhibitors and their hired staff must accept the Terms and Conditions as well as prices, deadlines, and price increases as stated in the Exhibition Manual. Orders on ESOS® will not be accepted until Exhibitors have checked the box stating that these Terms and Conditions have been read and accepted.
- 4.** An invoice (PDF file) will appear in your “Invoices/Payments” page which pertains to the order made. The invoice will also be sent to your email address. Payment can be made via credit card or bank transfer (bank transfers accepted only for a limited time.) Please read the payment conditions listed in the Exhibition Manual for full details.

\* Your ESOS® login details will be sent to you via email. You are able to change the password once logged into your account under “Company Data / Users”.

\*\* Kindly note that ordering of objects on ESOS® will only be possible upon receipt of the full payment for exhibition space, satellite symposia or hospitality suite / meeting room. As soon as we received the amount the option “Order Space Items” will be available.

## Agencies

Companies may have several agencies or contractors working on their behalf (to manage Exhibition Space, satellite symposia, hospitality suites etc.). In such cases we offer to set up separate billing accounts for a company’s agency on ESOS®. The agency can therefore independently order items on behalf of the company with billing directly to the agency. We kindly ask that companies working with agencies fill out the “Agency Appointment Form” which informs the Exhibition Management which agencies are officially appointed to work on their behalf and therefore which agencies the Exhibition Management can share information with. Exhibitors may download the respective file from the “Downloads” Section on ESOS®.

### ESOS® Support

For questions and support regarding ESOS®, please contact:

Exhibition Management/ ESOS®  
[wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org)

Tel.: +49 30 24 60 3-275

Fax: +49 30 24 60 3-200

# General Services & Items for Hire

## Items Available for Rent via ESOS®

All rates in ESOS® are listed in EURO (€) as net prices. Items supplied are subject to the local VAT charges/regulations.

If there is an item you are looking for and it is not listed on ESOS®, please contact the Congress Secretariat and we will be glad to quote for any further services or equipment.

Online orders will be available until 27 July, 2012 at 24:00 CET. All items ordered after this date will need to be made onsite at the Exhibitor Helpdesk and upon availability only. All items will be offline and unavailable to place in your shopping cart on ESOS®, though services and items previously placed in your shopping cart may still be checked out.

### 1. Audio, Video & IT Devices

Audio, Video & IT Devices are available through ESOS®. Please refer to the category "Audio, Video & IT Devices" in your ESOS® account to view a detailed list and to place orders.

### 2. Storage Compartments

Storage Compartments are available through ESOS®. Please refer to the category "Shell Scheme & Related Equipment" in your ESOS® account to view a detailed list and to place orders.

### 3. Carpet

Carpet is available through ESOS®. Please refer to the category "Carpet" in your ESOS® account to view a detailed list and to place orders.

### 4. Ceiling Suspensions

Ceiling suspensions are available on request (only available in some parts of the Exhibition). Please contact the Exhibition Management for more information and a qualified quote of rigging services.

### 5. Stools

Stools are available through ESOS®. Please refer to the category "Furniture - Stools" in your ESOS® account to view a detailed list and to place orders.

### 6. Cleaning and Waste Disposal

For cleaning of the Exhibition Booth please refer to the category "Cleaning - Waste Disposal" in your ESOS® account to view a detailed list and to place orders.

### 7. Compressed Air

Compressed air connections are available upon request with the Congress Secretariat. Please contact [wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org).

### 8. Electrical Power

Lighting and electrical power are available through ESOS®. Please refer to the category "Supply Connections & Ceiling Suspensions" in ESOS® to view a detailed list and to place orders.

### 9. Hosts/Hostesses

Hosts and Hostesses are available upon request with the Congress Secretariat. Please contact [wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org).

### 10. Lead Capture / Badge Reader

Lead Capture is available through ESOS®. Please refer to the category "Lead Capture" in your ESOS® account to view a detailed list and to place orders.

### 11. Plants

Plants are available through ESOS®. Please refer to the category "Floral Decoration" in your ESOS® account to view a detailed list and to place orders.

### 12. Security

Security staff is available through ESOS®. Please refer to the category "Personnel/Staff" in your ESOS® account to view a detailed list and to place orders.

### 13. Shell Scheme

Shell scheme packages and shell scheme accessories are available through ESOS®. Please refer to the category "Shell Scheme" in your ESOS® account to view a detailed list and to place orders.

#### Shell Scheme Package

The shell scheme is provided for all Exhibition stands unless a space only block is requested.

The charge for stand rental is included in the price per square metre.

#### The shell scheme package includes:

- Modular standard booth
- Sign board
- Lighting
- One electricity mains 16A / 240V
- 1 table (0.70 x 1.40 m)
- 2 chairs
- Carpet

Exhibitors may add additional items to the shell scheme package but can not choose single items, or exchange items from the shell scheme package.



# General Services & Items for Hire

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## Items Available for Rent via ESOS®

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### 14. Signs

Signs are available upon request with the Congress Secretariat. Please contact [wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org).

### 15. Tables

Tables are available through ESOS®. Please refer to the category "Furniture - Tables" in your ESOS® account to view a detailed list and to place orders.

### 16. Technical Personnel

Technical personnel are available upon request with the Congress Secretariat. Please contact [wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org).

### 17. Telecommunication and Internet Services

Telecommunication and Internet services are available through ESOS®. Please refer to the category "Communication Lines & Connections" in your ESOS® account to view a detailed list and to place orders.

### 18. Water Supply

Water Supply is available upon request with the Congress Secretariat. Please contact [wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org).

REMEMBER THE DEADLINE FOR ORDERING ITEMS AND SERVICES IN ESOS® IS 27 JULY, 2012 AT 24:00 CET.

# Registration / Exhibitor Badges

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## Complimentary Congress Registration

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Exhibitors are entitled to one full complimentary Congress Registration per stand.

The Congress Registration entitles you to:

- Entry to all sessions, the Exhibition Area, the Poster Area, the Opening Ceremony, the Closing Session, the Exhibition Opening Party, the Cultural Evening
- One library visit (based on availability)

## Exhibitor Badge Registration

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Free Exhibitor Badges are provided to Exhibitors based on the amount of square metres purchased.

| Purchased Square Metres      | Free Exhibitor Badges |
|------------------------------|-----------------------|
| To 6 m <sup>2</sup>          | 1                     |
| From 7 to 9 m <sup>2</sup>   | 2                     |
| From 10 to 18 m <sup>2</sup> | 4                     |
| From 19 to 27 m <sup>2</sup> | 6                     |
| From 28 to 37 m <sup>2</sup> | 8                     |
| Above 37 m <sup>2</sup>      | 10                    |

Additional badges can be purchased for EUR 100.00 per badge, (incl. VAT).

The Exhibitor Badge entitles you to:

- Full access to the exhibition area and your company's own satellite symposium  
(No access to general programme)

Registration for Exhibitor Badges will begin on 27 April, 2012

The deadline to submit names for Exhibitor Badges is 23 July, 2012

After receipt of payment for Exhibition Space, Exhibitors will be contacted individually by email regarding their Exhibitor Badge Registration.

The Exhibitor Badges will be available for pick-up at the Exhibition Registration Desk for Exhibitors starting 10 August, 2012 at 13.30.

## Provisional General Registration Opening Times

|                           |               |
|---------------------------|---------------|
| Friday, 10 August 2012    | 13.30 - 18.00 |
| Saturday, 11 August 2012  | 07.30 - 19.00 |
| Sunday, 12 August 2012    | 07.30 - 18.00 |
| Monday, 13 August 2012    | 07.30 - 18.00 |
| Tuesday, 14 August 2012   | 07.30 - 18.00 |
| Wednesday, 15 August 2012 | 07.30 - 18.00 |
| Thursday, 16 August 2012  | 07.30 - 14.00 |

The Registration Desk will be located at the Southern Entrance of the Helsinki Exhibition & Convention Centre (HECC).

# Terms & Conditions

## § 1 Validity of the Terms and Conditions

All services provided by the organisers will solely be carried out in discretion of these Terms and Conditions. The Terms and Conditions therefore also apply to future bookings within the congress; even though they have not explicitly been named again. At the latest, the contractor confirms and accepts these Terms and Conditions upon the rendering of services by the organisers. Contractor's acknowledgements referring to his/her own terms and conditions are hereby rejected and will not be recognised.

### Definitions

a. In these Terms and Conditions the term 'contractor' shall mean any company, partnership, firm, organisation or individual to whom sponsorship options have been allocated for the purpose of any of the following; exhibiting, advertising and/or sponsorship, and shall include their employees, suppliers and agents.

b. An 'exhibitor' is a contractor that opts for the purchase of exhibition floor space only.

c. A 'sponsor' is considered a contractor that opts for at least one additional sponsorship option besides the purchase of exhibition floor space, although the purchase of exhibition floor space is not a condition to become a sponsor.

d. The term 'conference' or 'congress' shall mean any conference, exhibition or event run by K.I.T. Group GmbH Association & Conference Management, hereafter referred to as K.I.T. Group, and in particular shall mean the event detailed in the sponsorship manual or the Exhibition and Sponsorship Ordering System (ESOS®), hereafter referred to as ESOS®.

e. The term 'organisers' shall mean K.I.T. Group and its employees.

f. The term 'congress venue' shall refer to any exhibition hall, conference facility, hotel or other such building, and in particular shall mean the congress venue listed in the sponsorship manual and anywhere within the precincts of such location under the control of the organisers for the purposes and duration of the congress.

g. Exhibition and Sponsorship Ordering System (ESOS®) is an online ordering system that brings together exhibitors, sponsors, vendors and conference organisers to one platform.

h. The term 'exhibition & sponsorship manual' or 'sponsorship manual' or 'sponsorship prospectus' shall mean the document announcing all sponsorship opportunities offered within the frame of the congress.

i. The term 'exhibition manual' shall mean the document which includes all detailed information pertaining to the realisation of the exhibition (e.g., dates, onsite regulations, material order forms, etc.)

## § 2 Booking application

### 1. Application Process (online)

Applications for exhibition space and/or sponsorship items should be ordered through ESOS®. Please use the sponsor and exhibitor application through ESOS® to place your request. The application is binding upon the contractor's signature or upon confirming through ESOS®.

### 2. Confirmation of Booking

a. The organisers are to reconfirm the booking and issue an invoice/confirmation within six (6) weeks after the application has been received. The organisers will endeavour to match the contractor's request wherever possible, however, cannot guarantee that the contractor's selected options will be met.

b. Should the confirmation differ from the contractor's request, the contractor will be notified by the organisers with any needed changes. At that point the contractor has ten (10) working days to object, except for the exhibition space location (see §4.4). If no such objection is registered within the allotted time, the booking is considered confirmed with the changes.

c. The organisers are empowered with the right to accept or reject any application.

## § 3 General principles

a. The organisers may from time to time add to or vary the foregoing rules and regulations and do anything at their sole discretion they deem desirable for the proper conduct of the congress, provided that such amendments or additions do not operate to diminish the rights reserved to the contractor under this booking and shall not operate to increase the liabilities of the organisers.

b. In the event of disagreement regarding behaviour, construction, procedures, contents etc. the organisers have the sole right to decide how matters shall be handled.

c. The organisers retain the right to change the congress venue without prior notification including if they deem it to be in the interest of the congress, or for reasons beyond their control.

d. The contractor should refer to the organisers to ensure they are in compliance with all local laws and regulations enforced by the city of the event, the congress venue, and suppliers.

e. In all cases, contractors are solely responsible for ensuring that their promotion during the congress is legally and ethically acceptable in the country of performance.

# Terms & Conditions

f. The organisers reserve the sole right to decide who will be admitted and to which areas and at what times. The organisers have the full authority to deny admittance to or expel any person from the congress venue.

g. The organisers reserve the right to alter or change the assigned room(s), spaces, and time slots.

h. As far as scientific issues and contents are concerned, the contractor is bound to the decisions of the organisers when alterations, omissions or cancellations of lectures, presentations, etc. may be necessary.

i. Sponsors who choose to finance a speaker's travel/accommodation costs or an official congress session have no influence regarding the organisation and/or content of the session or the presentation.

j. The contractor acknowledges that the organisers have the irrevocable right to use recordings of any kind which have been produced within the framework of the congress, for their own advertising purposes.

k. The contractor understands and acknowledges that any expenses incurred by the contractor in connection with the congress are the sole responsibility of the contractor, even in the event of cancellation by either party.

l. If the contractor fails to comply in any substantial respect with the Terms and conditions, the organisers shall have the right to exclude the contractor and to sell its exhibition space/sponsorship options. The contractor however will be liable for any loss suffered by the organisers thereby, and all monies paid by the contractor shall be absolutely forfeited to the organisers.

m. The use of the organisers' name (in full or as abbreviation) as well as its logos is strictly forbidden in publicity, advertising, sign, product, printed matter, film, video, other media, etc. without the explicit permission, in writing, of the organisers. The only exception is that contractors may refer to the meeting as with its official complete name as it is published in the official congress publications. The contractor may use a text Internet link to the congress website from their own company website, or submit to K.I.T. Group for permission to use the congress logo.

n. It is prohibited to use the official congress logo for any signage/publications/websites, in which layout is similar in kind to the ones from the official publications of the congress. For all other publications that the contractor uses the official congress logo for or when in doubt, the organisers' approval must be obtained.

o. Additionally, the organisers must be named as the official organisers of the congress; however, the contractor is the organiser of their own satellite symposium.

p. Smoking is not permitted in the congress venue or any other area under control of the organisers.

q. Children and animals are not permitted at the congress without specific acceptance by the organisers in writing.

r. The contractor undertakes not to disclose to any third party, other than to its professional advisers or as required by law or as agreed by the organisers, any confidential information relating to the business or affairs of the organisers.

s. Both the contractor and the organisers shall ensure the general protection of personal data which is defined by the data protection rules and regulations of the country in which the congress venue is located. In particular, the contractor undertakes that any data provided by the organisers or generated in connection with the congress will only be used for the specific purposes outlined and that it will obtain similar undertakings in regard to any such data passed to sub-contractors.

t. The taking of pictures, other than by the official organisers' photographer, is expressly prohibited during construction, dismantling, and non-exhibition hours; cameras will not be allowed on the exhibition floor during these times. Only the contractor may grant permission to have their stand photographed or an audio presentation taped and this must only take place during exhibition hours. Each contractor may prevent those considered as competitors from gaining access to or photographing their stands. No contractor shall deny any reasonable request for permission to photograph their booth from outside the boundaries of the booth.

u. Contractors organising an event, for 25 or more participants, before, during or after the WLIC Congress, must first seek approval from the organisers. The contractor may request to hold an event; however, the event must not occur parallel to the official congress programme or other social / cultural events.

v. The organisers and the IFLA CAC/EC retain the right to refuse contractors to exhibit displays or information providers that contradict with the host country's legislation or IFLA's general brand and values.

w. IFLA may review, exclude, modify, remove or require contractors to modify or remove any exhibits. IFLA has the right not to approve a booth space, contractor personnel (e.g., employees, agents, invitees, etc.) or contractor materials or activities (e.g., costumes, décor, music, paraphernalia, fliers, method of operation, conduct, etc.) that, in its sole discretion and in accordance with its policies, is unsuitable, dangerous, or objectionable for the Exhibition. In the

# Terms & Conditions

event of such exclusion, modification, or removal, the contractor agrees to pay or reimburse IFLA for any expenses incurred by IFLA or its agents in connection therewith at the then-prevailing rates. Further, IFLA shall not be required to refund any fees paid to IFLA by the contractor, or be responsible for contractor's expenses or any liabilities resulting therefore.

## § 4 Services

### 1. Sponsorship

a. Priority is given in the following order to level sponsors: Platinum, Gold, and Silver. Priority amongst sponsors within the same level will depend on the order of receipt of application and appropriate payment. Priority for level sponsors is applicable for the following: satellite symposium slots, exhibition booth allocation, block hotel booking, advertisements, and exclusive sponsorship options.

b. The organisers will project all sponsors' logos in the plenary room during official breaks. Sponsors' logos will be published in all congress publications and on the official congress website, after the down payment has been received.

c. Through the sponsorship participation the contractor is partially supporting the financing of the congress. In return, the contractor will receive the opportunity to present their endeavours, products and findings within the scope of the congress.

d. Additional benefits will be allocated to level sponsors as listed in the table for additional benefits in the sponsorship manual or on ESOS®.

### 2. Satellite Symposia

a. Satellite symposia slots will be allocated in regards to the sponsorship levels as noted above. Satellite symposia are organised by the contractor in consultation with the organisers. In principle all satellite symposia are concurrent, except if specified as exclusive in the sponsorship manual.

b. The contractor will be financially responsible for the invitation and travel arrangements of invited speakers and chairpersons that have specifically been invited to participate in contractors Satellite symposium – even though they might also be invited by the organisers.

c. The technical equipment as noted in the sponsorship manual or on ESOS® will be provided by the organisers for the satellite symposia.

d. The contractor may publish its own satellite symposium programme, abstracts, and proceedings.

e. The contractor agrees to provide the organisers with the proposed programme of the satellite symposium, including proposed speakers, topics, and titles, no later than noted in the sponsorship manual or on ESOS®. The goal is to ensure that the programme is based on accurate content and that an overlap of topics among all satellite symposia is prevented. Once the programme for the satellite symposium is approved, it cannot be modified, except upon written agreement between the contractor and the organisers.

f. The organisers are to publish the satellite symposium programme in the congress final programme and on the congress website.

g. Accessibility for set-up and clearance of satellite symposia will be defined in the sponsorship manual. Decorations or other advertising items, which have been brought in by the contractor or its acting agents must also be removed by this time. If the contractor fails to vacate the room in due time after the close of the symposium, the organisers are entitled to remove and store or dispose of the items at the contractor's expense.

h. Food and beverages are not permitted in the satellite symposium rooms unless permission of the organiser is granted. Catering must take place outside of the room and the sponsor will be responsible for ensuring that food and beverage are not taken into the satellite symposium room. Any catering event, including time and location, must be approved by the organisers prior to the congress. Catering events cannot be held during official congress sessions.

i. The contractor assumes full responsibility for promoting their satellite symposium in an appropriate manner.

j. The contractor may display a certain number of posters (see additional benefits table in the sponsorship manual) in the congress venue on the day of the satellite symposium only. Exceptions are stated in the sponsorship manual. Poster format and design must be submitted to the organisers for approval before production. The contractor is responsible for delivering the satellite symposium poster(s) to the organisers on the day the poster(s) shall be displayed. Placement in the congress venue in suitable locations allowing full visibility must be agreed upon between the contractor and the organisers. The poster(s) cannot be attached to any wall, door or similar in the congress venue. It is the contractor's responsibility to order easels or such to set-up their posters.

k. Flyers as well as satellite symposia invitations may only be distributed at the exhibition booth and in front of the satellite symposium room shortly before the start of the contractor's satellite symposium.

l. The display of posters in the official congress hotels except in the hotel where the contractor has allocated their own participants through K.I.T. Group is prohibited.

# Terms & Conditions

## 3. Advertisements in Official Congress Publications

For advertisements in announcements, final programme, and/or abstract book, a high resolution file (at least 300 dpi, or .eps format) containing the advertisement for printing in the respective publication must be submitted to the organisers no later than noted in the sponsorship manual or on ESOS®. The advertisement is subject to the organisers' approval before printing. At least two weeks are allocated for the approval process.

a. Exhibition space will be confirmed in writing after the receipt of payment.

b. Exhibition space will be assigned by the organisers on a 'first-come, first-served' basis within the respective sponsorship levels, according to the date of the exhibition space booking and the date of the receipt of the payment. Special wishes regarding placement of the exhibition space will be given all possible consideration but placement demands as a condition of participation on the part of the exhibitor cannot be recognised.

c. Any changes in the duration and/or location of the exhibition do not entitle the exhibitor to cancel the agreement or request a refund of rates or to put forward a claim to damages incurred thereby.

d. Exhibitors desiring to share their contracted exhibition space with another company will face a surcharge and such an agreement is subject to approval by the organiser.

e. The exhibitors will be informed of the location of their exhibition space when the exhibition floor plan is sent out as noted in the sponsorship manual or on ESOS®. The exhibition floor plan includes the most detailed information in regards to the exhibitor's exhibition floor space. It is the exhibitor's responsibility to verify such information before set-up.

f. While every effort is made to preserve the published floor plan of the exhibition, the organisers shall be entitled to vary the general layout at any time to ensure a harmonious construction of the exhibition. The organisers are obliged to consult the exhibitor prior to implementing a change and make every effort to reach a satisfactory solution for both parties, whereby the exhibitor is not entitled to any refunds or claims against the organisers regarding any changes in the general layout. The organisers determine the external design of the exhibition as well as of the exhibition space. Therefore, applications can be refused if the booth layout fails to fit in with the exhibition as a whole.

g. If due to any unforeseen circumstances it is found necessary to close the exhibition or the whole event on any day(s) or to vary the opening hours of the exhibition, the organisers reserve the right to do so, at their sole discretion without any liability to the organisers.

h. Exhibitors' names will be listed in all congress publications as well as on the official congress website.

i. Flyers may be distributed at the exhibition booth only.

## 5. Booth Set-up

a. There are three different types of booth possibilities: in-line, peninsula and island. More information is made available about the specific types and applicable conditions for your type of booth in the sponsorship manual.

b. Regulations for the set-up of booths, meeting rooms, hospitality suites and satellite symposia will be communicated in the Exhibition Manual and are binding. The Exhibition Manual will be published between three (3) and six (6) months prior to the beginning of the congress. Publication dates will be stated in the sponsorship manual.

c. It is the contractor's responsibility to be familiar with all legal and technical regulations in regards of venue and location.

d. A booth can only be set up if it is approved by the organisers. Therefore the contractor or its agent must send detailed reference documentation including dimensioned drawings, images of the booth design and description of the materials used for the booth or stand. In the interest of the harmonious overall design of the exhibition, applications can be refused if the exhibit fails to fit in with the exhibition as a whole.

Any changes or additions must be submitted before the deadline given in the official exhibition manual and are subject to approval by the organisers. The contractor may be required to show appropriate supporting documents / certificates during the set-up and the exhibition period at the booth.

e. All borders to adjacent booths or to free spaces which are not official aisle ways must be separated by a shell scheme wall or panel to inhibit passage and/or view. The walls/panels must be at least two metre fifty (2.5m) high.

Pop-up booth, fair displays or canvas/tent materials are not considered proper booth separation. Please refer to ESOS® or to the Exhibition Manual to order shell scheme walls/panels for acceptable booth separation.

f. Walls that adjoin neighbouring booths must not include any logos or graphics (on the neighbouring side) and should be white.

g. For insurance and security reasons and to adhere to regulations stipulated by the congress venue, the organisers will appoint official contractors for all installations (such as electricity, communications, hanging points, mains and fittings), and all ancillary services. Due to the necessity of co-ordinating all activities during set-up and dis-

# Terms & Conditions

mantling periods and for security purposes, no other contractors will be permitted to undertake any of this work without the prior consent of the organisers.

h. The contractor will not damage any walls, floors, or ceiling area of the congress venue – by nails, screws, oil, and paint or by any other cause whatsoever. The exhibitor guarantees to pay for the repair of any damage caused by either accidental or intentional means.

i. When planning booth activities, the overall character of the congress must be respected. Therefore, the projection of films and slides, the amplification of spoken words with the aid of loudspeakers, the production of music and/or sounds, as well as the use of video monitors is permitted as long as hindrance to other exhibitors or participants is not caused. The sound should always be held at a low level. The organisers reserve the right to determine at what point sound constitutes interference with others and if the sound needs to be reduced or to be discontinued. If the organisers judge that a disturbance is being caused, the exhibitor is to halt the activity immediately.

j. Only quizzes having approval by the organiser can be held at the booth. Participation can be “rewarded” with a prize or giveaway. The distribution of giveaways should be low-profile and in no way should overshadow the main activity of the booth. However, the prize should be the same for everybody and should not exceed 10.00 EUR value. “Drawing winners” is not permitted.

Notwithstanding the legal responsibilities of each exhibitor at its booth; giveaways with a value not exceeding 10.00 EUR are acceptable at the exhibition; e.g., badges, T-shirts, pens. If the exhibitor does not comply, the organisers reserve the right to make the necessary arrangements to end the activities at the expense of the exhibitor.

k. Set-up must take place and be finished during the times as noted in the Exhibition Manual or on ESOSR. Should the contractor fail to do so, the organisers reserve the rights to reallocate the exhibitor’s space to another exhibitor without refund.

l. The exhibitor is responsible for the safety of products such as prizes and giveaways, and general display of the booth.

m. The exhibitor is responsible to the organisers for ensuring that its booth is maintained in a clean and orderly state. Storage space is not guaranteed to be available in the exhibition hall and the exhibitor must ensure that all packing materials and empty cartons are removed from the premises before the opening of the exhibition. The organisers reserve the right to order cleaning of an exhibitor’s space at the exhibitor’s cost.

n. Removal of exhibits and dismantling is not allowed until after the official closing time which will be listed in the Exhibition Manual. The exhibitor must dismantle the stand within the allocated time. The exhibitor must leave the stand area clear and the floor clean. The organisers can demand that the exhibitor restore the exhibition area to the original condition at the exhibitor’s expense. During the dismantling period, no material should be left unattended at anytime. Stored materials, empty containers and packing material must be disposed of properly.

## § 5 Payment Policy/ Method of Payment

All rates listed in the sponsorship and/or exhibition manual and on ESOS® exclude statutory VAT and refer to the duration of the congress (except if stated in the above mentioned manuals or on ESOS®).

a. Payments must be completed in due time. All orders will be confirmed upon receipt of the full payment of 100%. If payment is not received in due time, the contractor’s participation will be cancelled. It is the contractor’s responsibility to advise the organisers of the problems with any orders and to check the invoices issued for accuracy prior to the close of the congress.

b. If more exhibition space and/or sponsorship items than were originally applied for are requested and allocated during the event, the additional amount due shall be paid immediately.

c. Payments must be made by bank transfer and in EUR only. Bank charges must be prepaid by the transmitter and are the responsibility of the payer. Please use the bank account as noted in the sponsorship and/or Exhibition Manual, ESOS® and/or invoice.

d. Please indicate the “congress”, your company, and the invoice ID number on all money transfers.

e. For each reminder sent after the payment deadline, a fee of 2.50 EUR will be charged. However, the organisers reserve the right of asserting further claims in regards to the damage caused by the delay. The contractor reserves the right to prove that lower financial damage has been caused by the delay.

f. Should the contractor’s payments be delayed, the organisers are authorised to demand interest for delay. The interest rate for delay may be increased should the organisers be able to prove a higher burden.



# Terms & Conditions

## § 6 Cancellation or Reduction of the Booking

a. All booking cancellations must be sent in writing to the organisers. Any notice of termination of the booking shall be deemed to have been properly given when delivered by registered mail.

b. Should the contractor cancel for reasons other than that of failure, neglect or contravention, the contractor shall assume responsibility for all costs payable for all items that are part of the booking. The organisers shall be reimbursed for all expenses in connection with the planning of the congress incurred up to the date of termination and any foreseeable unavoidable costs that might result from the contractor's cancellation or from the contractor's sponsorship commitment.

c. The following cancellation charges apply:

- 20 % of the total amount will not be refunded to the contractor for cancellations received earlier than nine (9) months prior to the congress.
- 60% of the total amount must be paid by the contractor for cancellations received between nine (9) and six (6) months prior to the congress.
- 100% of the total amount must be paid by the contractor for cancellations received six (6) months prior to the congress.

d. Shall the contractor fail to appear at the congress without a valid reason and the requested services will not be required, the contractor will still be obliged to pay the amounts as referred to in the cancellation policies.

e. If platinum, gold, or silver sponsors would like to cancel single items of their package, the minimum payment of the specific sponsorship category must be maintained. Cancellations within a certain sponsorship category are also subject to the cancellation policies as noted above.

f. Should the contractor desire to resell its space and/or sponsorship items to another organisation, this can only be accomplished after approval of the new contractor by the organisers. After approval of the new contractor, a 10% administrative charge must be paid by the original contractor.

## § 7 Cancellation of the Congress

a. The organisers are entitled to cancel the congress due to reasons beyond their control that prevent or substantially hinder the planned holding of the congress.

b. If the organisers are compelled to cancel the congress for reasons beyond their control, i.e., without organising another congress in its place within twelve (12) months of the originally planned date,

the contractor is released from its sponsorship obligation. The organisers shall immediately refund 50% of the payment made by the contractor. The remainder shall be used by the organisers for payment of costs incurred. If proof can be given that the amount withheld by the organisers from sponsorship payments exceeds the costs incurred, the organisers shall be obliged to refund a proportionate amount of the sum not required for recovery of costs and expenses to the contractor. The same applies should the organisers decide to cancel parts of the congress. The organisers also reserve the right to re-schedule the congress in equal terms within a year's period. In this case the contractor does not have the right to withdraw from or decrease its sponsorship participation.

c. If the congress must be cancelled or changed due to unforeseen political and economic events, or general "Force Majeure", the organisers cannot be held liable for any compensation.

## § 8 Limitations of Liability

a. A contractor's claim for compensation is only applicable in case of gross negligence from the organisers and/or their employees, agents or suppliers. Compensation and guarantee claims from the contractor must follow the statutory regulations, if they have not been noted differently.

b. In no case will the organisers or their employees, agents or suppliers be liable for any indirect, incidental, special or consequential damages including but not limited to damages for loss of profits, loss of business information, cost related to cancellations or cost of procuring substitute goods or services, however arising, even if it has been advised of the possibility of such damages. While the organisers may provide security guards, this is done solely as an accommodation for contractors.

c. An exception thereof is damage and breach of life, the body and/or health if breach of duty is the organisers' responsibility and for other damages, which involve deliberate and/or gross negligence on behalf of the organisers. A breach of duty of the organisers is equal to the breach of duty of a statutory agent or servant.

d. The contractor is liable for all damage to buildings or inventory which is caused by participants of the event, including visitors, staff and other third parties from the contractor's province or the contractor in person.

e. The organisers assume no liability for any loss, damage or injury to any property or equipment brought in by the contractor or any of its employees, agents or contractors, whether attributable to accident, fire, theft or any cause whatsoever. The contractor must ensure adequate insurance coverage as necessary including public liability coverage, to cover loss of or damage to exhibits or other personal property.

# Terms & Conditions

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f. The organisers shall not be responsible, in whole or in part, for any failure to perform any of the obligations under this booking or for failure to hold the congress as a result of circumstances beyond its reasonable control, including, but not limited to, riot, strike, civil disorder, acts of war, failure of facilities, terrorism, threats of terrorism, communicable disease, earthquake, storm, fire, flood, and other acts of God.

## § 9 Governing Law

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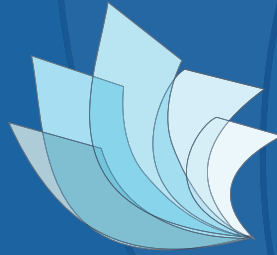
This booking is made and shall be governed under Germany law. Exclusive jurisdiction and venue of any actions arising out of, or relating to or in any way connected to this booking, its negotiation or termination, or the event, will be in the courts of Germany.

## § 10 Severability Clause

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No amendments, changes, modifications or alterations of these Terms and conditions shall be binding upon either party hereto unless in writing and signed by both parties. If any of the provisions of these Terms and Conditions are held to be void or unenforceable, then such void or unenforceable provisions shall be replaced by valid and enforceable provisions which will achieve as far as possible the economic business intentions of the parties. All other provisions of the Terms and Conditions that are not being affected remain valid.

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