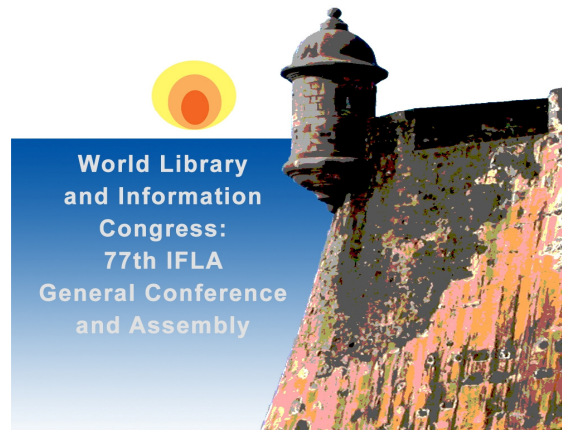


IFLA 2011
PUERTO RICO
13-18 August, San Juan



The World Library and Information Congress IFLA 2011

Exhibition Technical Manual

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INTRODUCTION

DATES

The World Library and Information Congress 2011, 77th IFLA General Conference and Assembly will take place from 13-18 August 2011 at the Puerto Rico Convention Center (PRCC), San Juan, Puerto Rico. The Exhibition build will take place on Saturday 13 and Sunday 14 August (am). Please note that the exhibition will be opening at 14.00 on Sunday 14 August.

DEFINITIONS

In this document, the following terms are defined as:

Congress Organisers: Congrex UK Ltd, (CX)

Exhibition organisers: Congrex UK Ltd

Exhibition: The exhibition being held in conjunction with the IFLA World Library and Information Congress 2011, 77th IFLA General Conference and Assembly (IFLA 2011)

Exhibitor: Includes any person, firm, company, or corporation and its employees and agents to whom space has been allocated for the purpose of exhibiting.

Premises/Venue: Those portions of the Puerto Rico Convention Center, San Juan, licensed to the Congress Organisers.

EXHIBITION & SPONSORSHIP OFFICE

IFLA 2011	Contact: Jillian Hart
Exhibition & Sponsorship	Tel: +44 (0) 141 331 0123
4B, 50 Speirs Wharf	Fax: +44 (0) 141 331 0234
Port Dundas	Email: ifla2011sales@congrex.com
Glasgow, G4 9TH	

EXHIBITION VENUE

The exhibition, together with Internet Area & Print Area, Posters and Catering, will take place in Hall B of the Puerto Rico Convention Center.

Puerto Rico Convention Center
100 Convention Boulevard
San Juan, PR 00907
Tel: +1 (0) 787 641 7722
Fax: +1 (0) 787 300 6736

EXHIBITOR LIST & FLOORPLAN

The Exhibitor Listing and Exhibition Floorplan can be viewed and downloaded on the website by accessing the following link: Please click [here](#)

EXHIBITION DATES & OPENING TIMES

Saturday 13 August	08.00 - 20.00	Exhibition build (Space Only Exhibitors only)
Saturday 13 August	16.00 - 20.00	Exhibition build (All Exhibitors)
Sunday 14 August	08.00 - 12.00	Exhibition build (All Exhibitors)
Sunday 14 August	14.00 - 18.00	Exhibition Open
Sunday 14 August	16.00 - 18.00	Exhibition Reception
Monday 15 August	09.30 - 17.30	Exhibition open
Tuesday 16 August	09.30 - 17.30	Exhibition open
Wednesday 17 August	09.30 - 14.00	Exhibition open
Wednesday 17 August	14.30 - 20.00	Exhibition break down

Exhibitors are expected to be present during the Exhibition Reception. In the unlikely event that the above opening times have to be changed, exhibitors will be notified accordingly.

BUILD UP AND BREAK DOWN

BUILD UP TIMES

Access to the exhibition hall will be available to exhibitors with space only stands from 08.00 hours on Saturday 13 August 2011; space only exhibitors will have exclusive access to the hall until 16.00. after this time shell scheme exhibitors are permitted. Exhibition build closes on Saturday 13 August at 20.00 and will resume from 08.00 on Sunday 14 August 2011. Basic shell scheme stands and stand furniture will be in place by 16.00 hrs on Saturday. **All stands should be completed to the satisfaction of the Organisers by 12.00 hrs on Sunday 14 August 2011.**

BREAK DOWN TIMES

The exhibition will close officially at 14.00 hrs on Wednesday 17 August. Break down of stands **may not** commence before this time, nor before all delegates have left the exhibition floor. The exhibition area must be cleared of all exhibits/stands/materials by 20.00 hrs on Wednesday 17 August.

IMPORTANT: Any items remaining after break down will be removed and disposed of. Neither the Organisers nor Venue will be held responsible for any loss.

During the build up and break down periods, the exhibition hall is considered a building site. Therefore all stand contractors/exhibitors are responsible for the work environment and fire protection within your stand area. Please take the necessary steps to protect yourself and other stand builders/exhibitors from the risk of any accidents happening.

During the build up, break down times and during the exhibition, no one under the age of 18 will be permitted in the hall.

UNLOADING DETAILS

The Loading Docks are situated behind the Convention Center building, the entrance for the loading dock is on Caguax Street. Exhibitors will be allocated a time to unload and it is imperative that these times are adhered to and that exhibitors follow the instructions of the venue traffic marshals onsite. Vehicles must be removed as soon as unloading is complete.

You must provide us with details of your preferred time slot and the size and type of vehicle which you intend to use for delivery of your goods and equipment. Please see the Vehicle Scheduling form in the Organisers Order Forms document. This form should be completed and returned by the date specified on the form in order to facilitate vehicle scheduling.

VEHICLE PASSES

All contractor/exhibitor vehicles will be supplied with a vehicle identification pass which must be displayed prominently inside the windscreen while unloading. This will be sent to you approximately three weeks prior to build up in the Joining Instructions email. Failure to display the vehicle identification pass will result in no entry to the unloading service yard.

Important: Exhibitors wishing to unload their vehicles themselves may do so, however, display houses, couriers/carriers or other third parties are not permitted to unload the exhibitors freight. This is due to insurance coverage and safety requirements which should be co-ordinated through the official event contractor Inclusive Management Services Inc.

The dimensions of the Loading Dock are 13 feet (3.9624m) wide by 22 feet (6.7056m) deep and 16 feet high (4.8768m). There will be 3 loading docks available to enter and unload during Exhibition build up and break down. The following conditions must be adhered to:

- No vehicles will be allowed in dock areas, exhibit halls, etc. without proper identification.
- No parking zones, tow away zones and other restricted areas will be strictly enforced. Vehicles will be towed at the owner's expense.
- Move-in and move-out through the front of the Center is not allowed, it must be done through the loading dock.
- Individuals exhibiting behaviour indicative of intoxication or use of a "mood altering" substance will be expelled from the Center premises.
- Vehicles are to be operated in a safe and prudent manner. Any actions including speeding, erratic driving, etc. deemed unsafe by the Center are not tolerated. Failure to adhere to

Center policies will be grounds for ejection from the premises and suspension of work privileges.

- No refuelling of vehicles is permitted within 50 feet of the Center.
- At no time may exit doors be blocked or obstructed with freight, equipment, display material, trash.
- No glass containers are permitted on the exhibit floor, meeting rooms or ballrooms without the prior written approval of the Center.
- Unless prior approval is granted, no one under the age of 18 is allowed on the exhibit floor/loading dock during move-in and move-out.
- Freight deliveries to the Center must be shipped on designated move-in/out days and attention to service contractor. The Center will not accept freight deliveries for Licensee, service contractors, and exhibitors.
- The Center will not assume responsibility or liability for freight left on the premises following the conclusion of the move-in/out. Freight left in the Center will be disposed of.
- The Loading dock is left clear at all times unless loading/unloading is in progress
- The vehicle is not left unattended when transferring items to and from Exhibition areas. It is suggested that there is enough personnel to unload and then supervise the transfer of materials to the areas, whilst the vehicle is removed from the Loading Bay.

Please see the following map to help you with directions.



TRUCK PARKING

Contractors and exhibitors will have access to truck parking in a lot behind the convention center. This lot will not be lit and will not have any security, therefore contractors and exhibitors who use this lot do so at their own risk. The congress organisers and the Puerto Rico Convention Center will take no legal responsibility if this space is utilised. Please contact Inclusive Management Services Inc, to arrange the use of this facility.

DELIVERIES & STOCK DELIVERIES

Deliveries cannot be made and will not be accepted by the Venue prior to Saturday 13 August 2011. Please be advised that neither the Exhibition organisers, nor the Puerto Rico Convention Center can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made and should give the courier company a contact name and phone number for them to contact onsite.

For any deliveries on or after Saturday 13 August, the address is as follows:

Puerto Rico Convention Center
IFLA 2011 / HALL B
Attn: Exhibitor Name and Stand Number
100 Convention Boulevard
San Juan, PR 00907

For deliveries prior to Saturday 13 August, requiring handling and storing, please contact Inclusive Management Services Inc. Please refer to the Contractors Order Forms document and see contact details below:

IFLA 2011
Company Name/Stand Number
c/o Inclusive Management Services Inc/ABF Freight Systems
Road #5 Km 7.4
Building #1
Catano, Puerto Rico 00962
Contact name: Fred Stone
Tele: + 1 (0) 817 337 3050
Email: service@inclusivemanagement.com
Website: www.inclusivemanagement.com

Exhibitors who find it necessary to re-stock their stands during the exhibition should make arrangements to do so prior to opening times. Deliveries will not be permitted during exhibition open hours.

PACKAGING AND OTHER MATERIALS

Empty packaging and other combustible materials must not be stored inside the stands or in the exhibition halls during an ongoing exhibition for health and safety reasons. Please contact Inclusive Management Services, Inc should you require storage facilities for empties or crates.

ACCESSIBLE STORAGE

There will be a limited amount of lockable storage on the exhibition floor. The cost to hire a storage unit is €350.00 for the duration of the Congress.
Storage units will be 7ft x 10ft (2mx3m) and available from Saturday 14 August at 16.00.

MOVEMENT OF DELIVERIES / TROLLEYS

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, then please contact Inclusive Management Services, Inc for more information.

CUSTOMS CLEARANCE

When travelling to Puerto Rico there are some regulations that you may have to know about regarding the goods that you bring. What you may bring, depends on if you enter Puerto Rico from an EU country or from a country outside the EU.

There are some goods that are have strict regulations to import to Puerto Rico these include; firearms, pets, liquor and tobacco (some Taxes may apply to the later).

Baggage arriving initially from the U.S.A., does not require clearance by Customs or Agriculture officials. When arriving by international flights, and international flights connecting to U.S. bound flights the baggage must clear Customs and with Agriculture officials.

Exempt: baggage arriving by international flights connecting to another international flight and baggage originating from Puerto Rico is checked by Agriculture officials prior to departure.

AIRPORT EMBARKATION TAX

No airport tax is levied on passengers upon embarkation at the airport.

STAND CONSTRUCTION – SHELL SCHEME

SHELL SCHEME

Inclusive Management Services, Inc, Inc have been appointed as the official contractor for the provision of shell scheme and extras;

Contact:

Inclusive Management Services Inc
717 West Park Drive
Keller
TX 76248

Tel: (817) 337 3050

Fax: (817) 337 1969

Email: service@inclusivemanagement.com

Website and online ordering:

<http://www.inclusivemanagement.com>



Basic shell scheme will be provided within the cost of hiring exhibition space if required. The stands provided will consist of a complete hardwall system with 3 metre (9.84251 feet) panels on 2 or 3 sides as required, white fascia (name board) with blue lettering displaying company name and stand number to all open sides. To order the name board(s) for your exhibition stand, please contact Inclusive Management Services Inc.

You will find all order forms at www.inclusivemanagement.com or please send an email to service@inclusivemanagement.com

The maximum height for displays inside shell scheme stands is 8.20209 feet (2.5 metres) and the maximum display width per panel is 3.28083 feet (1 metre).

Please note that nothing may be screwed, nailed or glued to the face of the panels nor may any part of the shell scheme be damaged or disfigured in any way. If any such damage occurs the exhibitor concerned would be invoiced for any dilapidation costs. Any fixing to the panels should be by "Blu-Tak". All materials used in display, construction work, etc must be effectively fireproofed or made of non-flammable materials in accordance with the standards of the appropriate authorities. Any display work or materials contravening this clause must be removed from the exhibition area at the exhibitor's own cost.

NAME BOARDS

Each stand will also be provided with a fascia to each open side displaying a name board with company name and stand number in blue lettering. Any exhibitor may, if they wish, have their company name in logo style. Please contact Inclusive Management Services Inc for a quotation at their online ordering [service](mailto:service@inclusivemanagement.com). For safety reasons, exhibitors will not be permitted to affix their own material to fascia boards.

FURNITURE PACKAGE

A basic furniture package will be available to all shell scheme exhibitors (please see above shell scheme image), which consists of;

- 1 x 6' 30" Skirted Table
- 2 x Padded Chairs
- 1x Waste basket
- Electrical Package

Electricity will be provided including a 10 amp duplex outlet and 4 halogen stem lights.

ADDITIONAL FURNITURE

For any additional furniture orders are available from the Inclusive Management Services Inc. Please refer to their ordering service at www.inclusivemanagement.com or email your orders to service@inclusivemanagement.com.

ELECTRICAL SERVICES & LIGHTING

All electrical mains connections will be carried out by the officially appointed contractor, Inclusive Management Services Inc. Please refer to their ordering service at www.inclusivemanagement.com or email your orders to service@inclusivemanagement.com.

SHELL SCHEME ACCESSORIES

Additional shell scheme items are available from Inclusive Management Services Inc at an extra cost. Please refer to their ordering service www.inclusivemanagement.com or email to service@inclusivemanagement.com.

FLOOR COVERINGS

There will be stand carpeting in the colour blue.

STAND CONSTRUCTION – SPACE ONLY

SPACE ONLY STANDS

If you reserve a 'space only' stand we are assuming that you are constructing your own stand and providing your own flooring/carpeting, i.e. no stand services are provided. All stands in Hall B may not exceed a height of 19.69 (6m) unless prior approval has been obtained from the Exhibition organisers and the venue. If you wish to build above this height, please contact the Exhibition organisers both to confirm that this is feasible and to obtain approval.

STAND DRAWING SUBMISSION

Free-build exhibitors are reminded of the following points:

- Drawings of all free-build stands must be submitted for approval to the Exhibition organisers no later than Monday 20 June 2011. Electronic plans are required, please forward to ifla2011sales@congrex.com, and please submit the Stand Drawing Submission form in the Order Form document with your drawings.
- Any stand exceeding an overall height of 2.5 metres (8.20209 feet) or has a raised platform over 600mm (20.6220 inches) is subject to approval from the Exhibition organisers and the Venue. Please provide the Exhibition organisers with full details of how the structures are supported and with the full stand dimensions.
- **IMPORTANT:** Exhibitors are advised that the procedure for obtaining approval can take a considerable amount of time. Working drawings should therefore be submitted as soon as they are available. All costs relating to obtaining approval will be met by the exhibitor.
- All stand designs with a raised platform must incorporate a wheelchair access ramp on at least one of its open sides.
- Any stand incorporating closed rooms/theatres with covered ceilings must include a vision panel or window and may be subject to approval on emergency lighting and exit width. Please submit copies of the drawings as above.
- All structures, materials, special designs, unusual constructions, and all signs shall conform to Puerto Rico safety standards and codes of practice and comply with all relevant statutory authority regulations. Any display work or materials contravening this clause must be modified to meet requirements.
- It is every free-build exhibitor's responsibility (if sharing a space only site) to provide partition walls between themselves and their neighbours. These walls **must** be built to the height of the highest point on their stand (minimum of 2.5m (8.20209ft), maximum 4m (13.1233ft) high) and must be cleanly decorated on both sides.
- Where you have open sides to your stand, we request that you do not have a full wall on the edge of your stand. This blocks delegate traffic to your stand and effects visibility for neighbouring exhibitors.
- No exhibitor will be permitted to span an aisle by ceiling or floor covering.
- Please contact the Exhibition organisers if you require a copy of the exhibition layout plans.
- It is the responsibility of free-build exhibitors to observe the building, fire and health and safety regulations of the Venue. Copies of these are available on request from the Exhibition organisers.

EXHIBITOR SERVICES

OFFICIAL CONTRACTORS

For insurance, security reasons, and to adhere to the regulations stipulated by the venue, the official contractors detailed below must be used for the following services:

- Shell Scheme, Furniture and Accessories, Inclusive Management Services Inc
- Electrical Mains, Inclusive Management Services Inc
- IT and Telecommunications, PSAV
- Audio Visual, Inclusive Management Services Inc
- Catering, Puerto Rico Convention Center
- Internet, Puerto Rico Convention Center

ACCOMMODATION

Hotel rooms have been reserved at preferential rates for Congress participants. You may choose according to your budget. Accommodation can be booked via the Congress [website](#).

ACCESS PASSES

A voucher will be emailed to you in PDF format, which will be included in the Joining Instructions email, which you will receive three weeks before. Please print this off (one per member of staff) and bring the complete voucher on-site to exchange at the exhibition desk for a badge. The exhibition desk will be located outside the entrance to the exhibition. Access Passes will be valid for build up and break down. Access Passes must be worn at all times during build up and break down; any personnel without a badge will not be permitted to remain in the exhibition areas. In addition, all personnel will be required to wear an access badge when entering in and out of the exhibition hall as there will be security on the loading bay doors during build up and breakdown and at the main entrance of Hall B.

AUDIO VISUAL

Audio Visual services are provided by Inclusive Management Services Inc, for further information please see their ordering service at www.inclusivemanagement.com or send an email to service@inclusivemanagement.com.

BAR CODE READERS

Delegate badges will be both bar- and colour-coded. Exhibitors wishing to scan delegate details will require a bar code reader, which is available to hire for €99.00. The hire of the barcode reader will be for the duration of the Congress. At the end of the Congress, the scanned information is matched with the registration database to provide exhibitors with full contact details for all visitors who have been at their stand in excel format. In addition, exhibitors and sponsors will have the opportunity to define up to 30 marketing codes, for example, 'wants product brochure', 'contact by telephone', 'interested in product category A', etc.

If you wish to order a bar code reader, please see the Organisers Order Forms document.

CATERING

All catering will be on a cash catering basis. Please note that any food and drink appliances such as coffee makers need to be approved by caterers and the venue. For any exhibitor catering orders please contact Maria J. Ortiz-Minambres mjortiz@prconvention.com or call +1 (0) 787 641 7722 ext 2137.

ELECTRICAL REGULATIONS AND ELECTRICAL CONNECTIONS

Inclusive Management Services Inc will handle all orders and the installation of all electrical circuits and services.

Please note: For safety reasons, the use of coiled extension leads and double adaptors is not permitted in the exhibition area. System multi-points of four outlets may be used. The total loading must not exceed the wattage (10 amp) of the socket ordered and multi points must not be connected from an adjacent multi point.

The daily supply of electricity operates from 30 minutes prior to the Exhibition opening until 30 minutes after the Exhibition closes each day and is the principal supply for all equipment and lighting on stands. 24 hour supply, if required, must be requested from the event contractor Inclusive Management Services Inc by the exhibitors (e.g. for refrigerators, security equipment, etc).

For further information on electricity please see pages 18.

EXHIBITOR NAME BADGES

Exhibitors will receive two company name badges for every 9m² (10ft²) of exhibition space purchased. These badges will give exhibitors access to the exhibition only and additional badges can be purchased for €100.00 per badge. Exhibitor name badges will be prepared in advance for all exhibitor personnel. You will be sent a link to register your badges in due course. Please note that the deadline for registering your exhibitor name badges will be **Monday 18 July 2011**. Any requests received after this date will have the company name only on each badge.

FLORAL DISPLAYS

Inclusive Management Services Inc can provide plants at your stand. Should you require a quote for their services, please refer to their ordering service at www.inclusivemanagement.com or send an email to service@inclusivemanagement.com.

FURNITURE

Inclusive Management Services Inc can provide a variety of stand furniture items. Please refer to their ordering service at www.inclusivemanagement.com or send an email to service@inclusivemanagement.com.

GRAPHICS

Inclusive Management Services Inc are able to provide a full and comprehensive graphic service. Design and quotations are available on a job by job basis through their graphic studios. Please contact them for more details.

IT/TELECOMMUNICATIONS

Audio Visual services are provided by PSAV Presentation Services, for further information please see IT/Telecommunications order forms at www.inclusivemanagement.com or send an email to service@inclusivemanagement.com.

PUBLIC LIABILITY INSURANCE

All exhibitors must have Public Liability Insurance. Please ensure that your Insurance Certificate is brought on-site as the Exhibition organisers may ask you to produce it for inspection during exhibition build. Please consult your insurance company or brokers to cover you fully against all risks at the Exhibition. If you do not have a broker, you can contact Hiscox at <https://www.hiscox.co.uk/events/2852> for more information.

RISK ASSESSMENT

All exhibitors must complete **EITHER** a shell scheme **OR** a space only Risk Assessment Form, which should be returned to the Exhibition organisers by **Monday 20 June 2011**. Please see the Organisers Order Forms document.

RIGGING

Rigging is permitted at the IFLA Congress, rigging can be coordinated through the appointed contractor Inclusive Management Services Inc, please contact them at www.inclusivemanagement.com or send an email to service@inclusivemanagement.com.

SECURITY

Exhibitors are requested to use common-sense precautions at all times and to ensure that all stand personnel wear identity badges. Should any suspicious or unidentified articles be discovered, they must be reported to the Organisers' Office immediately. The security provided by the Organisers has

been implemented to prevent unauthorised access to the hall and not to secure the contents of your stand. Each Exhibitor is responsible for their property and necessary precautions should be taken. The venue provides general house security patrol 24 hours. Exhibitors wishing to hire additional security personnel to patrol individual stands, please contact the exhibition organisers at ifla2011sales@congrex.com.

STAND CLEANING

The venue will be responsible for the cleaning of the aisles and public areas within the exhibition. Should you require your stand to be cleaned daily during the exhibition, please contact Inclusive Management Services Inc on their online ordering service at www.inclusivemanagement.com or send an email to service@inclusivemanagement.com.

TRANSPORT, LIFTING, SHIPPING & STORAGE

Inclusive Management Services Inc have been appointed as the official transport, lifting, shipping, and storage contractors for this event. Should you require a quote for their services, please refer to their ordering service at www.inclusivemanagement.com or send an email to service@inclusivemanagement.com.

VENUE SOURCING FOR MEETINGS AND ADDITIONAL SERVICES

Congrex UK Ltd can provide you with all the services you need to ensure your participation is worthwhile and successful. With 25 years experience working with prestigious pharmaceutical and commercial companies, we can assist you with any event catered for whether it Congress Participation, Sales Conference, VIP Dinner, Internal or External Meetings or Product Launch. You can be assured that your enquiry will be handled professionally and with all sensitivities handled in a confidential manner. You can make your experience successful without the stress and benefit from:

- Saving you the time and money in locating the best venue for your meeting
- Knowledge and experience of many global destinations
- Flight bookings
- Preferential rates on hotel bookings and group accommodation requests
- Registration coordination
- Ground agents for buses/transportation and external dinners can be arranged.

If you require any additional services, please contact us at ifla2011sales@congrex.com

EXHIBITOR EDITORIALS / DELEGATE BAG INSERTS

EDITORIALS – FINAL PROGRAMME

Each Exhibitor may have a maximum of 50 words of free editorial copy in the Exhibitor Catalogue/Final Programme. Please see the corresponding order form for information on composing your editorial. **Please note deadline date: Monday 11 April 2011**, this is the final deadline and there will be no extensions due to corresponding translation deadlines.

DELEGATE BAG INSERTS

Exhibitors wishing to include an insert in the delegate bags should contact the Exhibition and Sponsorship Office for further information.

Contact: Jillian Hart

Tel: +44 (0) 141 331 0123

Fax: +44 (0) 141 331 0234

Email: ifla2011sales@congrex.com

CONGRESS AND VENUE INFORMATION

ATM FACILITIES

There is one ATM at the Puerto Rico Convention Center, this is located on level one, next to the elevator.

CONGRESS DOCUMENTATION

Exhibitors are entitled to one delegate bag per stand containing congress documentation. You will receive your delegate bag when you collect your exhibitor name badges from the Exhibition Desk onsite.

DELEGATE BADGES

Delegate badges will be bar-coded, exhibitors and sponsors wishing to scan delegate details can hire a barcode reader to do this.

LIST OF PARTICIPANTS

The list of participants will be on a CD Rom which will be included in the delegate bags. There will be a hard copy list of participants to view onsite which will be displayed in the main registration area.

MESSAGE SYSTEM

A message board and desk will be located alongside the bag distribution point in the Registration area.

PARKING

The Center has approximately 1,800 on-site parking spaces. Parking is generally on a first come first serve basis. Parking rates for self-parking is a flat fee of \$5 (subject to change). Overnight parking is not allowed without prior written authorization.

PASSPORTS, VISAS AND LETTERS OF INVITATION

Puerto Rico is a U.S. Commonwealth therefore, passports are not necessary for U.S. Citizens to Travel between Puerto Rico and the U.S. Foreign nationals should have valid passports and visas as required. Travelers flying from Puerto Rico to the U.S are subject to check-in baggage inspection by the U.S Department of Agriculture at the airport because they prohibit taking certain fruits and plants into the U.S. For more information please call + 1 (0) 787 253-4505 or U.S. Customs at + 1 (0) 787 253-4533.

The United States State Department has up to date information regarding entry to Puerto Rico, for further information please visit <http://travel.state.gov/visa>. Please contact your nearest United States embassy prior to travelling to ensure that you have obtained all relevant documentation.

To be certain that you will receive your visa in time to attend the Congress, you should submit your application as soon as possible, **allowing at least two months** before you are due to travel to Puerto Rico.

To request a letter of invitation, please visit the [IFLA 2011 Invitation Letters](#) webpage.

A letter of invitation along with any other necessary documentation must be submitted by the delegate to the relevant Embassy or Consulate together with a copy of your registration confirmation. You can ask for an online personalised letter of invitation on the Congress website. Please note that this procedure aims to assist participants who need to obtain a visa or permission to attend the Congress. It is not an official invitation covering fees and other expenses, nor does it imply any financial support from the Congress.

PHOTOCOPYING ON SITE

Photocopying can be done at the Business center – the charge per copy ranges from \$0.10 to \$0.40 dependant on page size.

POSTER BOARDS

Poster board displays will be located in the Exhibition area within Hall B, Level 1 of the Puerto Rico Convention Center.

REGISTRATION OPENING TIMES - PROVISIONAL

On-site registration will take place in the main foyer area of the venue. The registration desks will be open during the following times:

Monday 9 August	13.30 – 18.00
Tuesday 10 August	07.30 – 19.00
Wednesday 11 August	07.30 – 18.00
Thursday 12 August	07.30 – 18.00
Friday 13 August	07.30 – 18.00
Saturday 14 August	07.30 – 18.00
Sunday 15 August	07.30 – 14.00

SATELLITE MEETINGS

All session halls are located within the Puerto Rico Convention Center. Details of plenary and parallel sessions will be available [online](#) and will be printed in the Final Programme.

SMOKING POLICY

The Puerto Convention Center is a non smoking venue throughout.

INTERNET

Internet facilities are available in the Puerto Rico Convention Center at a cost. Internet for your stand can be order through the venue order form in the Order Forms document, or send an email to Luis Resto on lresto@psav.com. Alternatively, you can visit the Internet area and Print Center which will be located in the exhibition hall B.

WiFi

There will be **free WIFI** (Wireless Local Area Network) within the venue for all delegates. This is also available for exhibitors personal use. However, this is an unsecure network therefore not suitable for an exhibitors stand.

SOCIAL EVENTS

Plan overview

Sunday 14 August	10.30 – 12.00 hrs	Opening Ceremony
Sunday 14 August	16.30 – 18.00 hrs	Exhibition and Opening Party
Tuesday 16 August	18.30 – TBC	Cultural/Social Evening

EXHIBITION RECEPTION, 14 AUGUST 16:30 - 18:00

The Exhibition Reception will be held in the exhibition at the Puerto Rico Convention Center. The evening will allow delegates to relax and socialise, renewing old friendships and making new ones. You will also have the chance to speak with the exhibitors. This event is included in the registration fee.

For more information regarding the social events at the IFLA 2011 Congress, please visit the Congress website at www.ifla.org

CULTURAL/SOCIAL EVENING, 16 AUGUST 18.30 – TBC

The Cultural event is an evening of entertainment to showcase the local cultural scene. It will allow delegates to experience the culture of the country as well as the host city of the congress.

LIBRARY VISITS

There are a number of interesting libraries in San Juan and the Puerto Rico region. For more details please visit the Congress [website](#).

TOURS AND ACTIVITIES

For information about the Tours and Activities occurring during the IFLA 2011 Congress, please visit the Congress [website](#).

RULES & REGULATIONS

1. PAYMENT OF STAND SPACE

Exhibitors have fourteen (14) days from invoice date in which to settle their invoices. After this time, and only when monies have not been paid, the stand will be available for sale to another company. No Exhibitor shall occupy their stand space in the Exhibition until all monies owing to the Exhibition organisers by the Exhibitor are paid in full. Should an Exhibitor not be allowed to occupy their stand space, all deposits paid will be forfeited automatically and no refund will be made.

2. OCCUPATION OF STAND SPACE

The Exhibitor, his servants, agents, employees, and contractors may enter the building at a time which will be nominated to them for the purpose of stand fitting and dressing. In the event of an Exhibitor failing to take possession of their stand the Exhibition organisers have the right to re-allocate the stand and all monies paid shall be forfeit by the official opening time.

Unless otherwise agreed in writing by the Exhibition organisers, Exhibitors are not authorised to sublet, share, or transfer their stand space.

3. GENERAL RULES AND REGULATIONS

- Use of Puerto Rico Center equipment, supplies and other material is limited to center personnel unless approved in writing by the Puerto Rico Convention Center.
- Passenger elevators and all escalators are to be used by the general public and should not be used for any freight or equipment movement. The repair for any damage to elevators or escalators as a result of freight movement will be charged.
- Dollies or luggage dollies are not permitted on any lobby, pre-function, meeting room or ballroom space without prior approval of the Puerto Rico Convention Center.
- Use of glitter and confetti are not permitted in the center without prior written approval of the Puerto Rico Convention Center.
- Candles are permitted only if they are completely covered or in a base with water.
- All floor load capacities should be strictly observed. Any variations should be approved in writing by the Puerto Rico Convention Center.
- The sale or distribution of novelty merchandise is prohibited without prior written approval of the Puerto Rico Convention Center. All distributed materials, whether for sale or no cost, must be distributed from locations approved by the Puerto Rico Convention Center.
- Holes may not be drilled, cored or punched into any part of the center or exterior premises.
- Center telephones are reserved exclusively for center operations.
- Animals and pets are not permitted in the Puerto Rico Convention Center except in conjunction with an approved exhibit, display, show, etc In accordance with the ADA, service animal for the physically challenged are permitted and the owner will be fully responsible for his/her animals. The paperwork needed if approved: copies of vaccination certificate, health certificate, municipal license/certificate and a licenses trainer (needs to be present during show).
- All facility utilities are property of the center and it is prohibited to access, tamper or otherwise utilise said utilities without prior written approval of the Puerto Rico Convention Center. Cost for repairs, damages, etc. resulting from unauthorised use of utilises any damages will be charged.
- No soliciting is permitted in the Puerto Rico Convention Center or on center premises.
- Any and all conditions or activities the Puerto Rico Convention Center deems unsafe will be terminated immediately upon request. The center will remove disruptive parties as necessary.
- Alcoholic beverages may not be brought into the Puerto Rico Convention Center without prior written permission. The center may prohibit the consumption of alcoholic beverages at any time. Corkage fee will apply to any beverages brought from outside.
- Adhesive backed decals and stickers may not be distributed in the Puerto Rico Convention Center.
- Any equipment with a ceiling needs a smoke detector and fire extinguisher.
- Furniture at public areas cannot be removed. If approved there will be a charge of \$100.00.

1. The Puerto Rico Convention Center is not responsible for any equipment, materials, etc. stored at the facility.

4. BUILD UP AND BREAK DOWN OF EXHIBITS

Exhibitors will be advised when they may commence build up and break down of exhibits. Exhibitors are prohibited from commencing such build up and break down until the times designated.

The Exhibition organisers will use their best endeavours to adhere to the nominated date for the commencement of Exhibitor's work but will accept no responsibility for any costs, claims or expenses arising from any variation to such date. Exhibits which do not reasonably satisfy the Exhibition organisers shall be modified by the Exhibitor in such manner and within such time as the Exhibition organisers may require and in default the Exhibition organisers may remove such exhibits at the expense of the Exhibitor who shall forfeit all sums paid by way of deposit, rental or otherwise.

No Exhibitor shall erect any sign, stand, wall, or obstruction which in the opinion of the Exhibition organisers interferes with an adjoining Exhibitor.

The Exhibitor is responsible for the safety of his products, displays, and stand. During break down period, no material should be left unattended at any time. It is the responsibility of each Exhibitor to leave his stand spaces clean and tidy during the Exhibition and after break down. All exhibits, displays, stand fittings, and materials must be removed from the Premises by the time and date stated by the Exhibition organisers. Break down and removal of exhibits may not commence until after the official closing time. Any special arrangements for build up or break down and removal of exhibits must be made in consultation with the Exhibition organisers.

All exhibitors must remove their waste e.g. carpet, wood, pieces of unwanted stands, or they will be charged.

5. BUILD RESTRICTIONS

All stands must not exceed an overall height of 19.69ft (6m). Stands that exceed the height of 8.20 ft (2.5m); more than one level (multi-storey); viewing/service platforms; suspended items (e.g. signs and lighting rigs); raised walkways; ramps; sound/lighting towers; temporary tier seating; and/or a raised platform or stage over 600mm (20.6220 inches) are considered to be a complex structure. Exhibitors wishing to build stands which fall into one or more of these categories must have the prior approval of the Exhibition organisers, the Venue and Local Authority Department of Planning. Please submit stand drawings as detailed in the 'Stand Construction – Space Only' section of this manual.

6. STAND CONSTRUCTION AND SERVICES

For insurance and security reasons, and to adhere to regulations stipulated by the stated venue, the Exhibition organisers have appointed official contractors for all shell scheme stand construction, all electrical services (mains and fittings), and all ancillary services. Due to the necessity of co-ordinating all such activities during build up and break down periods, and for security purposes, no other contractors will be permitted to undertake any of this work without the prior consent of the Exhibition organisers.

7. BANNERS AND POSTERS

Banners and Hanging Banners are permitted within the Exhibition and must be approved by the venue organisers.

Exhibitors may not utilise any poster sites within the exhibition area unless they have been given permission to do so by the Exhibition Organisers.

Promotional material/posters may not be displayed in the foyer, session hall foyers, corridors, or any other public areas within the venue.

8. ELECTRICAL REQUIREMENTS

Full lighting and power services are available to Exhibitors through the official electrical contractor. Exhibitors may provide their own electrical fittings only where such fittings are in the form of made-up units, showcases, and/or signs complete and ready for connection to the mains supply.

Electrical devices which interfere with radio or television systems must be switched off immediately if requested by the Exhibition organisers.

The use of electrical appliances shall only be permitted if they conform to the conditions concerning electrical appliances as laid down by the appropriate authority and other statutory bodies. Before such appliances are used, permission must be obtained from the Exhibition organisers. The use of immersion heaters and electric heaters with unguarded elements is not permitted.

Exhibitors must not use, or install, or permit; or suffer to be used, or installed, any supplementary plant for the generation or supply of electricity from the Premises unless they have obtained the written consent of the Exhibition organisers and/or the Venue.

No installation work may be carried out on live equipment. In the event of damage to the electricity distribution system or any connected appliances through unauthorised connection, a claim for damages will be made against the exhibitor in question.

Connection to the mains supply system in the exhibition halls must be carried out by the Puerto Rico Convention Centers authorised electrical contractors.

Please switch off all stand lights at the end of the day.

9. MOVING EQUIPMENT

Exhibitors are required to provide information to the Exhibition organisers of all displays involving moving equipment. Displays involving equipment must not be left unsupervised at any time.

10. OBSTRUCTION OF GANGWAYS AND OPEN SPACES

Exhibitors will not be allowed to display exhibits in such a manner as to obstruct the light or impede or project over gangways or affect the displays of neighbouring exhibitors. Gangways must at all times be kept clear and free for passage. All emergency exits and access to service areas are to be kept clear at all times and must not be restricted or rendered unrecognisable. Public gangways shall remain the means of escape even during build up and break down periods. Any Exhibitor who continues to cause obstruction or nuisance after notice has been given will be liable to have his stand closed by the Exhibition organisers at the Exhibitor's expense and risk.

11. AISLES AND OTHER FLOOR SURFACES

All aisles are emergency routes. Emergency routes, fire fighting equipment, alarm buttons and signs must NEVER be obstructed or obscured. There must be no constructions whatsoever above the aisles without permission. The same applies to displays and decorations. Exhibition materials placed outside the stand will be removed at the exhibitor's expense.

If you lay your own flooring/carpet on your stand, you must notify the event contractor Inclusive Management Services Inc. Only certain woven tapes may be used when laying flooring/carpet. Note that all tape must be removed after the exhibition. In the event of any floor damage, the exhibiting company will be required to pay the cost of restoring the floor to its original condition.

The floors must not be painted or otherwise subjected to damage.

12. CONDUCT OF EXHIBITORS AND REPRESENTATIVES

- Annoyance: The Exhibition organisers reserve the right to stop any activity on the part of any exhibitor that may cause annoyance to other exhibitors or visitors. Business must be conducted only from the Exhibitor's own stand and under no circumstances may this be carried out from a gangway or elsewhere within the Exhibition.

- Microphones/Audio Visual Equipment: The use of wireless microphones/audio visual equipment must have permission from the venue before use. The volume must not be such as to cause annoyance to other exhibitors; the Exhibition organisers reserve the right to prohibit such use if, in the Exhibition organisers' opinion, this is the case.
- Publicity Material: Publicity material shall be displayed and/or given away only from the Exhibitor's own stand. Leaflets displayed at any other point throughout the Premises will be removed or destroyed by the Exhibition organisers.
- Projected Images: Projected images, however generated, may not play on to aisles or on to other stands.
- An Exhibitor may not, except by express written permission of the Exhibition organisers, display directly or indirectly, advertise or give credits to any products other than his own or his named principal's. The display of acknowledgement or credit indicating membership of organisations or trade associations is not allowed except by the express written permission of the Exhibition organisers. The Exhibition organisers reserve the right to have masked or removed from the Premises any product or sign violating this regulation.

13. CHILDREN AND ANIMALS

It is strictly forbidden for children under the age of 18 and all animals except Guide Dogs to be brought in to the Exhibition during build up, open days, and break down periods.

14. FIRE PRECAUTIONS – STAND MATERIALS

In accordance with the requirements of the appropriate authority, all material used in construction work, display materials, etc. must be effectively fire proofed or made of non-flammable materials in accordance with the standards of every appropriate authority. Fire extinguishers will be provided by the Exhibition organisers in the display areas and placed as regulations require. The Exhibitors must comply with any reasonable instructions given by the appropriate authority or the Exhibition organisers to avoid the risk of fire. Exhibitors are advised to acquaint themselves with the legislation in respect of the Fire Precautions Act 1971.

All materials used in the construction of stands and stand interiors must be fireproofed to the satisfaction of the local Fire Authority. Plastics should not be used in the construction of stands without the special permission of the Exhibition organisers. Failure to abide by these regulations may result in the removal of offending materials.

All fabrics dressing stand walls or ceilings should be fire retardant. Any person, whether Exhibitor, staff, contractor or worker, discovering an outbreak of fire should make immediate use of the exhibition area fire alarm system and, if it is safe to do so, endeavour to put out the fire by the use of extinguishers located throughout the exhibition area. The Exhibition organisers should be notified immediately.

Exhibitors are reminded that they must comply with any reasonable instructions to avoid the risk of fire and are advised that the venue has stringent regulations governing materials used on site during an exhibition.

Fire Code Regulations

The Puerto Rico Convention Center mandates a strict adherence to the NFPA Safety Code. ***The decision of the Fire Marshal is final.***

- Exhibitors must comply with all Federal , Commonwealth, municipal and Center mandated fire codes which apply to public assembly facilities.
- The following materials are prohibited without written consent of the center; electrical cooking equipment; open flame devices; welding, cutting or brazing equipment; ammunition; radioactive devices; pressure vessels; exhibits involving hazardous processing and materials; fireworks or pyrotechnics; blasting agents/explosives; flammable cryogenic gases; aerosol cans with flammable propellants; gas operated cooking equipment; portable heating equipment.

- The center may request in writing; specifications, descriptions, etc. of any and all equipment, processes, operations, etc. from exhibitors. The center reserves the right to submit such information to the Fire Department for approval.
- Exterior exhibit hall doors and loading dock doors are not to be propped open. Automatic closing devices are not to be tampered with.
- A Fire watch is mandatory when smoke and/or hazardous machines are used inside the center.

15. DANGEROUS MATERIALS AND EXHIBITS

The Exhibitor must conform to the conditions concerning explosives and dangerous combustible materials as laid down by the appropriate authority and other statutory bodies. Any material or exhibit not approved by the appropriate authority or by the Exhibition organisers must be removed from the building at the request of the Exhibition organisers.

16. GAS CYLINDERS

The use of compressed gasses will only be allowed with prior permission from Security. Storage of these materials should always be outside the building, special arrangements for this will need to be made. All enquiries should be directed to the venue.

17. WASTE

There will be access to waste containers during build up and break down days. These containers should not be used for hazardous waste, such as fitted carpets, oils, etc. Exhibitors stand builders and interior decorators are all responsible for their own waste.

When the exhibition is over, the stand area must be left as clean and tidy as it was when made available to the exhibitor. No waste must be left in the aisles. The exhibitor can, however, order waste removal (for more information, see notice on location). If cleaning has not been carried out, the exhibitor will be liable to pay an additional clean-up charge in accordance with our current price list.

18. RISK ASSESSMENT

All Exhibitors are required to complete a Risk Assessment form. Risk Assessment forms are enclosed with this manual – please complete the appropriate form for **Shell Scheme** or **Space Only** stands and return to the Exhibition organisers.

19. DAMAGE TO THE VENUE PREMISES

No nails, screws or other fixtures may be driven into any part of the Premises, including floors, nor may any part of the Premises be damaged or disfigured in any way, including the use of Sellotape, Velcro, gaffa tape, etc. Should any such damage occur, the Exhibitor responsible will be invoiced for any reparation charges incurred. Exhibits, displays, stand fittings, and materials must not be stored against the exhibition hall walls, any damages caused from such action will be charged.

20. LIABILITY

The Exhibition organisers will endeavour to protect exhibition property while on display at the Exhibition. However, it must be clearly understood that the Management of the Venue, the Organising Committee and the Exhibition organisers cannot accept liability for any loss or damage sustained or occasioned from any cause whatsoever. Exhibitors will be responsible for all damage to property and for any loss or injury caused by them or their agents or employees and will indemnify the Exhibition organisers against all claims and expenses arising there from.

In the event of it being necessary for any reason whatsoever for the Exhibition to be abandoned, postponed, or altered in any way in whole or in part, or if the Exhibition organisers find it necessary to change the dates of the Exhibition, or vary the hours the Exhibition is open, the Exhibition organisers shall not be liable for any expenditure, damage, or loss incurred in connection with the Exhibition. The Exhibition organisers shall further not be liable for any loss that the Exhibitor or Exhibition Contractors may incur owing to the intervention of any authority which prevents or restricts the use of the Premises or any part thereof in any manner whatsoever.

21. INSURANCE

Exhibitors are reminded of the need to consult their insurance company or brokers to cover themselves fully against all risks at the Exhibition. Particular attention is drawn to the need for the following:

Public Liability Insurance: All Exhibitors must have Public Liability Insurance. The Organisers will have the right to ask you for this onsite. Please consult your insurance company or brokers to cover you fully against all risks at the Exhibition. If you do not have a broker, you contact Hiscox at <https://www.hiscox.co.uk/events/2852> for more information.

Abandonment Insurance: Exhibitors will have seen from above that the Exhibition organisers are not obliged to return any monies paid for space in the event of cancellation or restriction of the Exhibition.

Stand, Fixtures and Similar Insurance: All risks on loss or damage to Exhibitor's property, fixtures, fittings and all other property of a similar nature such as personal effects of directors, principals and employees whilst on the Premises and transit risks from the Exhibitor's premises to the Exhibition and return.

Exhibitors must not use or permit or bring into the Premises or any part thereof any act or thing which may render any extra or increased premium payable for any of the Exhibition organisers and/or the exhibition area's insurance policies, including but not limited to material damage, consequential loss or public liability insurance.

22. WORKS ON STANDS

No Exhibitor shall object to the construction, demolition, repair, or replacement of any buildings or plant, or the carrying out of any other activity or undertaking of any vibration, noise, or other nuisance arising there from or in relation thereto, whether under or over or (in the case of emergency only) within the Premises or any other adjoining or neighbouring premises and whether by the Premises or any other owner or occupier.

Exhibitors must be able to satisfy the relevant authorities that their products have the necessary CE-marking by furnishing, upon request, the document entitled "Declaration of Conformity & Operating Instructions". The document does not have to be in Swedish. Any official EU language is acceptable.

If the Exhibitor fails to comply in any substantial respect with the terms of these Rules and Regulations, the Exhibition organisers have the right to sell the stand space. The Exhibitor, however, will be liable for any loss suffered by the Exhibition organisers thereby and all monies paid by the Exhibitor shall be absolutely forfeited to the Exhibition organisers.

23. Motor vehicles

Vehicles must not be driven into the halls. All internal transport - lifting work and fork lift work - within the exhibition area is dealt with by our appointed contractor, Inclusive Management Services, Inc.

24. STORAGE

There are no storage facilities on site; Inclusive Management Services, Inc may provide storage for Exhibitors at cost. If you require storage, please contact Inclusive Management Services, Inc. No empty crates, cartons, boxes, shavings or other packing materials may be stored on the Premises. Exhibitors should make their own arrangements for the removal of all boxes and packing materials prior to the opening of the Exhibition. Exhibitors are advised to store packing cases, cartons, boxes, etc. in their delivery vehicles if at all possible. Please note that it is contrary to fire regulations for any packing materials to be stored on or behind the stands, in gangways, or to obstruct fire exits. Literature and other items cannot be stored in the booth beyond what could be reasonably used in one day. Additional material must be stored in closed containers and kept in a neat and organised manner in a designated storage area.

ACCESSIBLE STORAGE

Storage units will be located around the exhibition hall and are available for exhibitors to rent. These units are ideal for storing brochures and giveaways. If you would like any information please contact us at ifla2011sales@congrex.com.

25. ITEMS LEFT ON SITE

Any goods/materials/deliveries or miscellaneous items left on the Premises without proper authority will be treated as abandoned and disposed of accordingly.

26. COMPLIANCE WITH RULES AND REGULATIONS

If the Exhibitor fails to comply in any substantial respect with the terms of these Rules and Regulations the Exhibition organisers have the right to sell the stand space. The Exhibitor, however, will be liable for any loss suffered by the Exhibition organisers thereby, and all monies paid by the Exhibitor shall be absolutely forfeited to the Exhibition organisers.

The Exhibition organisers are responsible for the control of the Exhibition area. Exhibitors are responsible for the control and supervision of their own stands. The decision of the Exhibition organisers is final and decisive on any question not covered in the foregoing Rules and Regulations.

The Exhibition organisers may from time to time add to or vary these Rules and Regulations and do anything at their sole discretion they deem desirable for the proper conduct of the Exhibition, provided that such amendments or additions do not operate to diminish the rights reserved to the Exhibitor under these Rules and Regulations and shall not operate to increase the liabilities of the Exhibition organisers. Exhibitors must comply in all respects with the requirements of every appropriate authority, with the Terms of Agreement by which the Exhibition organisers may occupy the Premises and with the policies of insurance affected by the Exhibition organisers.

All Exhibitors should note that participation at the Exhibition implies acceptance of these Rules and Regulations.

TERMS & CONDITIONS

DEFINITIONS

The term 'Exhibition' in all cases refers to the Exhibition being held in conjunction with the IFLA World Library and Information Congress 2010, 76th IFLA General Conference and Assembly. The term 'Exhibitor' includes any person, firm, company or corporation and its employees and agents to whom space has been allocated for the purpose of exhibiting at the Exhibition. The term 'Organisers' means Congrex UK Limited on behalf of the Organising Committee. The term 'Premises' refers to those portions of the stated venue licensed to the Organisers.

APPLICATION

The Organisers reserve the right to refuse any application or prohibit any exhibit without assigning any reason for such refusal or prohibition.

EXHIBITION DATES & CANCELLATION

The Organisers reserve the right to postpone the Exhibition from the set dates, and to hold the Exhibition at another venue on other dates as near to the original dates as possible, utilising the right only when circumstances necessitate such action and without any liability to the Organisers.

The Organisers accept no responsibility for any damages if the event is not performed due to any obstacle or hindrance outside the control of the Organisers, which the Organisers could not reasonably have foreseen and which the Organisers could not have avoided at a reasonable effort of cost. Such obstacles and hindrances include, but are not limited to, the outbreak of war, civil riots, governmental or other obstacles for the freedom of travel, union actions, natural disasters, fire, flooding and any other circumstances that fall within the meaning of the above.

EXHIBITION LAYOUT

The Organisers reserve the right to change the exhibition floor layout if necessary. The Organisers reserve the right in unforeseen circumstances to amend or alter the exact site of the location of the stand and the Exhibitor undertakes to agree to any alteration to the site or the space re-allocated by the Organisers.

CONTRACT CANCELLATION

In exceptional circumstances the Organisers will be prepared to consider cancellation of their Contract with Exhibitors, but only if the following conditions are complied with:

1. that the request for cancellation is submitted by registered post
2. that the Exhibitor agrees the organisation shall retain: 10% of the contract price if the cancellation is received up until 9 months before the start of the Congress
3. that the Exhibitor agrees the organisation shall retain: 50% of the contract price if the cancellation is received up to 3 months prior to the exhibition;
4. 100% of the contract price for any cancellations received within 3 months prior to the opening of the exhibition.
5. that the Organisers are able to re-let the cancelled space in its entirety
6. that the reason given for the request of the cancellation is, in the opinion of the Organisers, well founded.

In the event of an application for stand space being refused by the organisers, previous deposits will be returned to the applicant less administrative costs

BANKRUPTCY OR LIQUIDATION

In the event of an exhibitor becoming bankrupt or entering into liquidation (other than voluntary liquidation for the purpose of amalgamation or reconstruction) or having the Receiver appointed, the contract with such an exhibitor will terminate forthwith, the allotment of stand space will be cancelled, and all sums paid by the Exhibitor under contract shall be forfeited.

USEFUL CONTACTS**ACCOMMODATION**

Congrex UK Ltd.
Website: www.ifla.org
Unit 4b, 50 Speirs Wharf,
Port Dundas, Glasgow, G4 9TH, UK
Tel: +44 (0) 141 331 0123
Fax: +44 (0) 141 331 0234
Email: ifla2011accom@congrex.com

GRAPHICS

Inclusive Management Services, Inc
717 West Park Drive
Keller
TX 76248
Tel: +1 (817) 337 3050
Fax: +1 (817) 337 1969
Email: service@inclusivemanagement.com

Website:
<http://www.inclusivemanagement.com>

AUDIO VISUAL

Inclusive Management Services, Inc
717 West Park Drive
Keller
TX 76248
Tel: +1 (817) 337 3050
Fax: +1 (817) 337 1969
Email: service@inclusivemanagement.com

INSURANCE

Hiscox
Email: enquiries@insurex-exposure.com
Website: <http://www.insurex-exposure.com/>

Website:
<http://www.inclusivemanagement.com>

CATERING

Puerto Rico Convention Center
100 Convention Boulevard, Can Juan
PR 00907
Puerto Rico
Tel: +1 (787) 641 7722
Fax: +1 (787) 300 6736
Email: mjortiz@prconvention.com
Website:
<http://www.prconvention.com>

SHELL SCHEME AND FLOORING

Inclusive Management Services, Inc
717 West Park Drive
Keller
TX 76248
Tel: +1 (817) 337 3050
Fax: +1 (817) 337 1969
Email: service@inclusivemanagement.com

Website:
<http://www.inclusivemanagement.com>

DELEGATE REGISTRATION/SOCIAL EVENTS

Congrex UK Ltd.
Website: www.ifla.org
Unit 4b, 50 Speirs Wharf,
Port Dundas, Glasgow, G4 9TH, UK
Tel: +44 (0) 141 331 0123
Fax: +44 (0) 141 331 0234
Email: ifla2011reg@congrex.com

TRANSPORT, LIFTING, SHIPPING & STORAGE

Inclusive Management Services, Inc
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Email: service@inclusivemanagement.com

Website:
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ELECTRICS AND ELECTRICAL FITTINGS

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Fax: +1 (817) 337 1969
Email: service@inclusivemanagement.com

IT / TELECOMMUNICATIONS

PSAV Presentation Services
Puerto Rico Convention Center
100 Convention Boulevard
San Juan, PR 00907
Tel: +1 (0) 787 300 6737
Fax: +1 (0) 787 300 6922
Email: lresto@psav.com

Website:
<http://www.inclusivemanagement.com>

Website:
<http://www.inclusivemanagement.com>

EXHIBITION ORGANISERS

Congrex UK Ltd.
Unit 4b, 50 Speirs Wharf,
Port Dundas, Glasgow, G4 9TH, UK
Contact: Jillian Hart
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Fax: +44 (0) 141 331 0234
Email: ifla2011sales@congrex.com

VENUE

Puerto Rico Convention Center
100 Convention Boulevard, San Juan
PR 00907
Puerto Rico
Tel: +1 (787) 641 7722
Fax: +1 (787) 300 6736

Website: <http://www.prconvention.com>

FURNITURE & FLORAL

Inclusive Management Services, Inc
717 West Park Drive
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Fax: +1 (817) 337 1969
Email: service@inclusivemanagement.com

Website:
<http://www.inclusivemanagement.com>

DISCLAIMER

The information provided in this Technical Manual has been prepared by Congrex UK Limited to assist the exhibitors.

Whilst every care has been taken to ensure that the details are correct at time of issue, Congrex UK Limited shall not be liable or responsible to any Stand Organiser, Exhibitor or any other person in respect of inaccuracy or omission in the information contained herein, nor shall they be responsible or in any way concerned with any contract or agreement made by Stand Organiser or Exhibitor with any person, firm or company whose services are described herein.

CONGREX UK LIMITED – March 2011