



IFLA Congress 2009

Exhibition Technical Manual

CONTENTS

INTRODUCTION	3	CONGRESS INFORMATION	15 - 16
DATES		REGISTRATION OPENING TIMES	
DEFINITIONS		EXHIBITOR REGISTRATION TIME(S)	
INDUSTRY OFFICE		DELEGATE BADGES	
EXHIBITION VENUE		LIST OF PARTICIPANTS	
EXHIBITOR LIST & FLOORPLAN		PROFESSIONAL PROGRAMME	
EXHIBITION DATES & OPENING TIMES		POSTERS	
		CONGRESS DOCUMENTATION	
		SOCIAL EVENTS	
BUILD UP & BREAK DOWN	4 - 7	GENERAL VENUE INFORMATION	17 - 18
BUILD UP TIMES		BUSINESS CENTRE	
BREAK DOWN TIMES		INTERNET	
UNLOADING DETAILS		PARKING	
DELIVERIES & STOCK DELIVERIES		PUBLIC TELEPHONES	
EXHIBITION DELIVERIES ONLY		SMOKING POLICY	
DELEGATE BAG INSERTS/CONGRESS		FIRE SAFETY	
PROMOTIONAL ITEMS		SAFETY REGULATIONS AND PROHIBITIONS	
MOVEMENT OF DELIVERIES/TROLLEYS			
STORAGE			
CUSTOMS			
STAND CONSTRUCTION – SHELL SCHEME		RULES AND REGULATIONS	19 - 23
SHELL SCHEME FASCIA	8		
STAND CONSTRUCTION – SPACE ONLY		TERMS & CONDITIONS	24
STAND DRAWING SUBMISSION	9	DEFINITIONS	
		APPLICATION	
		EXHIBITION DATES & CANCELLATION	
		EXHIBITION LAYOUT	
		CONTRACT CANCELLATION	
		BANKRUPTCY OR LIQUIDATION	
EXHIBITOR SERVICES	10 - 14	VENUE DIRECTIONS AND MAPS	25 - 31
OFFICIAL CONTRACTORS			
ACCESS PASSES			
ACCOMMODATION			
AUDIO VISUAL			
BARCODE READERS			
CATERING			
INSURANCE			
ELECTRICAL SERVICES AND LIGHTING			
ENTITLEMENTS			
EDITORIALS – FINAL PROGRAMME			
EXHIBITOR NAME BADGES			
CONGRESS REGISTRATION BADGE			
FURNITURE			
FLORAL DISPLAYS			
IT / TELECOMMUNICATIONS			
PAYMENT TERMS			
RISK ASSESSMENT			
RIGGING & BANNERS			
STAND CLEANING			
SECURITY			
TRANSPORT, LIFTING, SHIPPING & STORAGE			

INTRODUCTION

DATES

The IFLA 75th World Library and Information Congress will be held at the Milano Convention Centre (MIC), via Gattamelata 5, Milan, Italy from Sunday 23 August – Thursday 27 August 2009. Exhibition build will take place on Saturday 22 August and Sunday 23 August 2009.

DEFINITIONS

In this document, the following terms are defined as:

Congress Organisers: Congrex UK Limited.

Exhibition Organisers: Congrex UK Limited, (CX).

Exhibition: The industry exhibition being held in conjunction with the IFLA 75th World Library and Information Congress 2009.

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 industry exhibition.

Premises/Venue: Those portions of the Milano Convention Centre (MIC), Milan that are licensed to the Congress Organisers.

INDUSTRY OFFICE

IFLA Congress 2009
Industry Dept.
4B, 50 Speirs Wharf
Port Dundas
Glasgow, G4 9TH

Contact: Daniella Girasoli
Tel: +44 (0) 141 331 0123
Fax: +44 (0) 141 331 0234
Email: ifla2009@congrex.com

EXHIBITION VENUE

The exhibition, together with poster displays, internet café, print centre and catering, will take place in Hall A, level 0 on the ground floor of the Milano Convention Centre (MIC).

MILANO CONVENTION CENTRE (MIC)
via Gattamelata 5
20149 – Milano
Italy

Please refer to the exhibition floor plan for the exact location of your stand.

EXHIBITOR LIST & FLOOR PLAN

The Exhibitor Listing and Exhibition Floor Plan can be viewed and downloaded on the website by accessing the following link: www.ifla.org

EXHIBITION DATES & OPENING TIMES

Saturday 22 August	08.00 - 20.00	Exhibition build (free build only)
Saturday 22 August	12.00 – 20.00	Exhibition build (free build and shell scheme)
Sunday 23 August	08.00 - 12.00	Exhibition build (all exhibitors)
Sunday 23 August	14.00 – 18.00	Exhibition open
Sunday 23 August	16.00 - 18.00	Exhibition Reception
Monday 24 August	09.30 - 17.30	Exhibition open
Tuesday 25 August	09.30 - 17.30	Exhibition open
Wednesday 26 August	09.30 - 14.00	Exhibition open
Wednesday 26 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 Hall A will be available to exhibitors with free-build stands from 08.00hrs on Saturday 22 August 2009; Shell Scheme exhibitors will move in from 12.00hrs on Saturday 22 August 2009 and Table Top exhibitors will move in from 08.00hrs on Sunday 23 August 2009. The build **must** be complete at 12.00hrs on Sunday 23 August 2009. **All stands should be completed to the satisfaction of the Exhibition Organisers by 13.00hrs on Sunday 23 August 2009, in time to be cleared for the Exhibition Opening which will commence at 14.00hrs.**

The settings, furnishings, accessories, materials and objects displayed, together with the installation and use of the stand areas, must comply with current EU legislation concerning safety, fire and accident prevention and environmental safeguard. It is also important to comply with Fiera Milano Congressi technical regulation book. Fiera Milano Congressi is entitled to remove or modify installations and settings that do not comply with the following regulations and/or with those indicated in the circular letters/communications sent by the Exhibition Organisers and Fiera Milano Congressi following the allocation of the stand area whenever it sees fit. All costs and risks connected with such removal or modification will be charged to exhibitors.

Please inform all parties involved (stand builders, agencies and forwarding companies) of all necessary details, including the Fiera Milano Congressi technical regulation book (available for download on the IFLA 2009 [website](#)) without this communication important information is lost and smooth operation becomes difficult.

BREAK DOWN TIMES

The exhibition will close officially at 14.00hrs on Wednesday 26 August 2009. Break down of stands will start at 14.30hrs. Due to health and safety reasons we cannot let exhibitors' break down until after this time as we need to make sure that all the delegates have left the exhibition hall. The exhibition area must be cleared of all exhibits/stands/materials by 20.00hrs.

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.

UNLOADING DETAILS

Loading Bay

The Loading Bay is situated at the rear of Hall A; please see 'Goods lift for setting up and dismantling operations' map below. The Loading Bay is a shared facility for all Deliveries and Collections at the Milano Convention Centre (MIC) therefore a letter "Rules about build-up and break-down of the exhibition" will be given to you. This letter will give you details of times, methods and access routes to the Milano Convention Centre (MIC) with access passes for contractors. You can only unload your materials outside. These passes must be duly completed and shown at the entrance to the Milano Convention Centre (MIC) where the time of entry will be marked on them and must always be displayed behind the windscreen in a visible place.

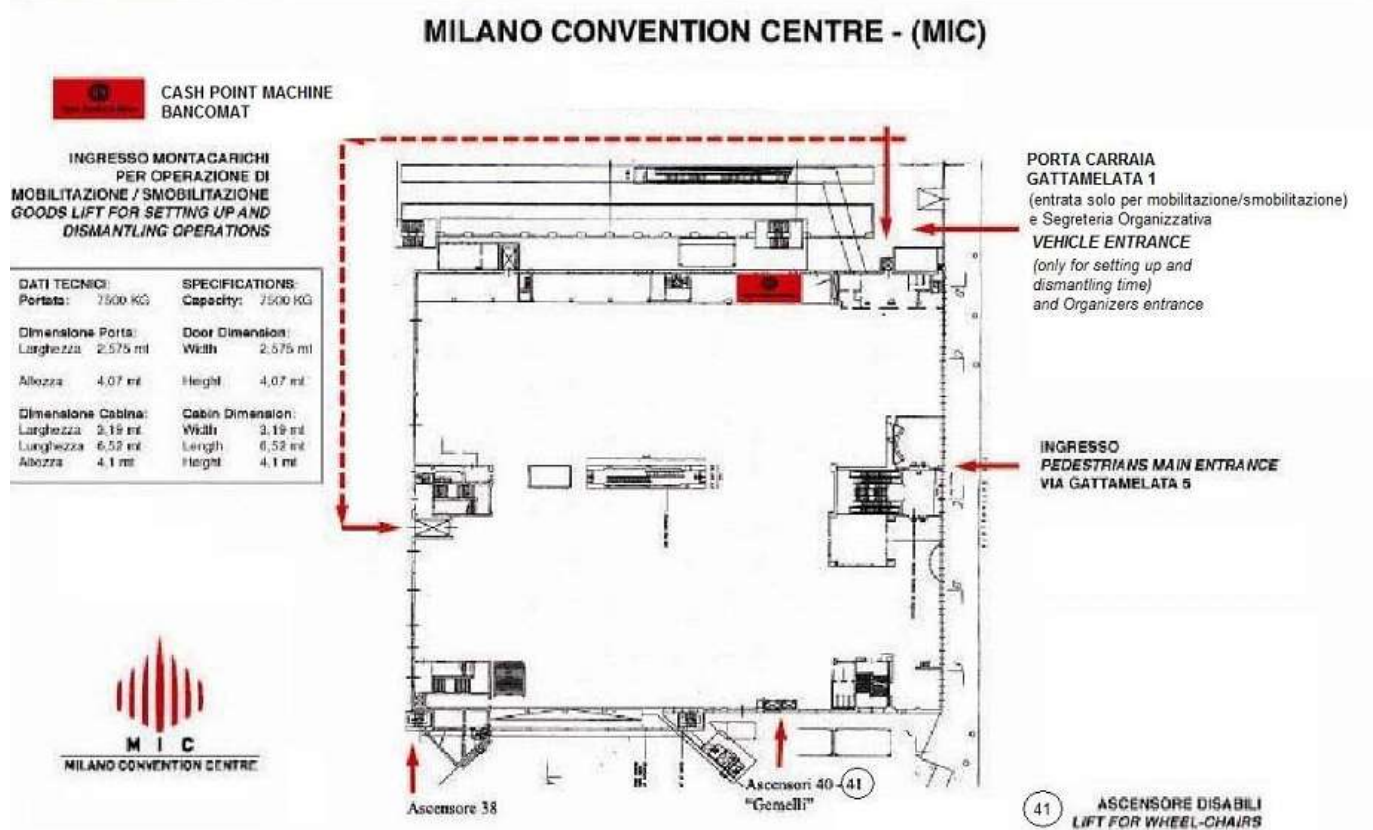
Due to the dimensions of the Loading Bay and the fact only one vehicle is permitted at any one time, during exhibition build up and break down the following conditions must be adhered to:

- The Loading Bay is left clear at all times unless loading/unloading is in progress;
- Trucks and vehicles are not allowed into Hall A. Materials must be unloaded outside and be brought in by means of forklifts managed by our appointed freight forwarders Agility Fairs & Events Logistics Ltd.
- The vehicle is not left unattended when transferring items to and from exhibition area. 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.
- All corridors and Fire Exits are left clear to ensure access is maintained at all times.

It is absolutely forbidden for vehicles to park in front of side roads, access areas to goods lifts, fire hydrants, emergency exits, near crossroads or in front of public emergency services (First Aid, Fire Brigade, etc.).

Due to the heavy traffic on the Milano Convention Centre (MIC) roads during the assembly and dismantling phases, drivers are required:

- To only use the routes and parking areas indicated by the Fiera Milano Congressi - Fiera Milano Spa security and traffic staff;
- To limit the time taken for loading and unloading goods to a maximum of 2 hours;
- Not to leave vehicles parked (even if they have broken down) inside the Exhibition (Hall A) from 20.00hrs to 07.00hrs, or, in the event of extended opening times, after the hall closing time.
- Articulated lorries and buses may not enter the Milano Convention Centre (MIC) during the last 2 assembly days and first dismantling day of the exhibition. Any requests for exceptions to this rule will only be considered in exceptional cases; requests may be sent to the Fiera Milano Congressi Security Service.
- It is forbidden for unauthorised vehicles to enter the Milano Convention Centre (MIC).
- If the above regulations are not respected, Fiera Milano Congressi will proceed as shown in article 10 "Penalties and Fines" section in the Fiera Milano Congressi Technical Regulations. For more information please visit the venue [website](#).



DELIVERIES & STOCK COLLECTIONS

For handling stand materials and exhibition products inside the Milano Convention Centre (MIC) exhibitors must contact Agility Fairs & Events Logistics Ltd who will provide all information and assistance concerning deliveries, transport of materials and any customs operations. The services provided by the Official Forwarders are charged to exhibitors and are carried out at the times and using the methods and procedures shown below.

All deliveries must be made to the Loading Bay and the Exhibition Organisers must be advised on the quantity of items, estimated time of arrival/departure, destination and appropriate contact names in order that they can inform the official Forwarding Agent of the Milano Convention Centre (MIC).

All companies will be allocated an unloading time allowing specific use of the Loading Bay. To book your preferred unloading time complete the vehicle scheduling order form and return no later than **Friday 03 July 2009**. Please refer to the relevant order form.

EXHIBITION DELIVERIES ONLY

Deliveries cannot be made and will not be accepted by the venue prior to Friday 21 August 2009. Please be advised that neither the Exhibition Organisers, nor the Milano Convention Centre (MIC) 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.

For any deliveries on or after Saturday 22 August 2009, requiring no handling assistance, the address is as follows:

MILANO CONVENTION CENTRE (MIC)
via Gattamelata 5
20149 – Milano. Italy
IFLA 2009, Hall A
Exhibitor's Name / Stand No.

For deliveries before Saturday 22 August, requiring handling and storing, contact Agility Fairs & Events Logistics Ltd; please refer to the Order Form included with this manual and/or contact details below:

Agility Fairs & Events Logistics Ltd
4th Floor Broadway House
3 High Street
Bromley
Kent
BR1 1 LF
Tele: +44 (0) 208 461 8730
Mob: +44 (0) 7971388024
Fax: +44 (0) 208 228 1172
Email: jevans@agilitylogistics.com
Website: www.agilitylogistics.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.

DELEGATE BAG INSERTS / CONGRESS PROMOTIONAL ITEMS

Exhibitors wishing to include an insert in the delegate bags should contact the Industry Office for further information. These inserts include sponsorship items such as delegate lanyards, pad's and pens and delegate bag inserts.

Contact: Daniella Girasoli
Tel: +44 (0) 141 331 0123
Fax: +44 (0) 141 331 0234
Email: ifla2009@congrex.com

Exhibitors and Sponsors who are entitled to include delegate bag insert(s) **must** use Agility Fairs & Events Logistics Ltd for shipping and storage. **Deliveries will not be accepted by Agility Fairs and Events Logistics Ltd prior to Monday 03 August 2009 or after Friday 07 August 2009.** All companies who are supplying a delegate bag insert(s) **must** contact John Evans; see contact details above, to obtain a 10 digit reference number prior to delivery. This number must be displayed on all materials, failure to do so will result in goods being rejected at the warehouse.

MOVEMENT OF DELIVERIES / TROLLEYS

Exhibitors are advised to make their own arrangements for handling exhibits, brochures, etc. For safety purposes, exhibitors and fitters working on their behalf may not use their own forklift, crane trucks, etc. inside the Milano Convention Centre (MIC); for these requirements they must contact the official freight forwarders Agility Fairs & Events Logistics Ltd in order to guarantee the safety

regulations are strictly complied with. The above rule does not apply to trucks with cranes on board, which may only work inside the halls if they are fitted with tubes for conveying engine exhaust fumes out of the halls. **For more details, please view the Technical Regulations on the venue [website](#).**

A trolley and porter hire service is managed by the Fiera Milano Official Forwarders at fixed rates. These services can be used during the assembly and dismantling phases and whilst the exhibition is taking place. Please contact Agility Fairs & Events Logistics Ltd for more information.

STORAGE

Agility Fairs & Events Logistics Ltd will arrange the empty case storage arrangements on site and if any additional storage is required please contact Agility Fairs & Events Logistics Ltd.

CUSTOMS

The Customs Office within the Milano Convention Centre (MIC), is located nearby the vehicle entrance Gattamelata, 1 and is open from Monday to Friday from 08.00hrs to 18.00hrs.

Please note that temporary imports, definitive imports, re-exports of temporary imports and any other operations required by current customs regulations for goods from non-EU countries are subject to duty. Italian Customs requires deposits to be paid for the above operations. If such operations are entrusted to the forwarder, exhibitors are first obliged to provide the forwarder with a primary guarantee for an amount equal to the duty payable.

STAND CONSTRUCTION – SHELL SCHEME

Fiera Milano Congressi has been appointed as the official contractor for the provision of shell scheme and shell scheme extras:

Website and online [ordering](#):



Address: Fiera Milano Congressi S.p.a.
P.le Carlo Magno, 1
20149 - Milano
Italy
Tel. +39 02 4997 6286
Fax. +39 02 4997 7695
EMAIL: ifla2009@fieramilanocongressi.it

Basic shell scheme will be provided within the cost of hiring exhibition space if requested. The walls are 250 cm high with white exhibition walls and black frame. The ceiling will be white 200x200 cm and the carpeting will be provided. Your stand will have a fascia name board with company name 200xh20 cm. The name board will have black background with white lettering in Arial font. Please fill out the name board order form [online](#).

The following furniture and fittings included in your exhibition package are:-

- 1 table 123x63 h7
- 3 chairs
- 1 coat-rack 100 cm
- 1 waste-paper basket
- 1 lockable cupboard
- Electric Mains – 3 spotlights/1 socket

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.

Shell Scheme Accessories

Additional shell scheme items are available from the official shell scheme stand contractor, Fiera Milano Congressi, at extra cost. Please refer to the [online](#) ordering service.

STAND CONSTRUCTION – SPACE ONLY

Space Only Stands

Free-build stands are allocated on a space only basis. This means that no stand services are provided. Stands in Hall A may not exceed a height of 4 metres unless prior approval has been obtained from the Exhibition Organisers (please refer to section b, below). If you wish to build above this height, please contact the Exhibition Organisers both to confirm that this is feasible and to obtain approval. It is very important to follow the instructions included in the Fiera Milano Congressi Technical Regulations Book.

For all Space Only stands, please fill out the Space Only Risk Assessment form, and the SICU forms at the Fiera Milano Convention Centre (MIC) [website](#). It is obligatory that ALL forms are filled out. You will find the SICU forms in the section under "Policies and Documents."

Free-build exhibitors are reminded of the following points:

- a. Drawings of all free build stands must be submitted for approval to the Exhibition Organisers **no later than Friday 29 May 2009**. Electronic plans are preferred, please forward to ifla2009@congreg.com. Please submit the Stand Drawing Submission form with your drawings.
- b. All stand designs with a raised platform must incorporate a wheelchair access ramp on at least one of its open sides.
- c. 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 in b, above.
- d. All structures, materials, special designs, unusual constructions, and all signs shall conform to the safety standards and codes of practice and comply with all relevant statutory authority regulations in the Fiera Milano Congressi Technical Regulations Book. Any display work or materials contravening this clause must be modified to meet requirements.
- e. 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, maximum 4m high) and must be cleanly decorated on both sides.
- f. No exhibitor will be permitted to span an aisle by ceiling or floor covering.
- g. Please contact the Exhibition Organisers if you require a copy of the exhibition layout plans showing the location of service ducting.
- h. 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.

Failure to comply with any of the afore-mentioned could result in approval of your stand being withdrawn.

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 and Accessories, Fiera Milano Congressi
- Electrical Mains, Fiera Milano Congressi
- IT and Telecommunications, Fiera Milano Congressi
- Audio Visual, Fiera Milano Congressi
- Lifting services, Agility Fairs & Events Logistics Ltd
- Catering, Fiera Milano Congressi

All of these services can be purchased through the venue [website](#).

ACCESS PASSES

In order to enter and circulate in the Milano Convention Centre (MIC), exhibitors and/or the staff of the companies working on their behalf must possess a personal entry card filled in by exhibitors. This form will be included in the letter "Rules about build-up and break-down of the exhibition" given by Milano Convention Centre (MIC).

For any assistance onsite, there will be an exhibition enquiries desk location at the entrance to Hall A. Access Passes will be valid for build up and break down. Access Passes must be worn at all times during exhibition build up and break down; any personnel without a badge will not be permitted to remain in the exhibition area. It is forbidden for anyone to enter the venue without a pass. No children under the age of 15 are permitted in the hall during the exhibition build up and break down times.

ACCOMMODATION

Hotel rooms have been reserved at preferential rates for Congress participants. You may choose according to your budget. To book accommodation please refer to the relevant order form.

AUDIO VISUAL

For exhibitors who intend having music on their stand, even for demonstration purposes only, or displaying slides/films/photography, a Licence is required by law to authorise such use of its international copyright repertoire. For more information on performance rights in Italy, please visit www.siae.it or email the S.I.A.E: direzione.milano@siae.it

BARCODE READERS

Bar Code Readers (Lead Retrieval) and Delegate Badges

Delegate badges will be bar coded.

Exhibitors wishing to scan delegate details will require a bar code reader. 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 or symposia. In addition, exhibitors and sponsors will have the opportunity to define up to 100 marketing codes, for example, 'wants product brochure', 'contact by telephone', 'interested in product category A', etc. [**To note:** one barcode reader equals 20 Marketing codes – therefore to get 100 marketing codes the exhibitor will need to purchase 5 barcode readers; each barcode reader will come with its own marketing sheet – if an exhibitor does purchase more than 1 barcode reader, it is imperative that they keep track as to which marketing sheet belongs to which reader in order for us to produce correct data reports].

Each visitor can be assigned a maximum of 20 codes [as indicated previously up to 20 marketing codes can be assigned to 1 barcode reader and therefore to 1 visitor]; this information is matched with the delegate details and emailed to your chosen email address, providing you with a database [**THIS WILL BE IN THE FORM OF AN EXCEL SPREADSHEET – ALONG WITH THE DELEGATE CONTACT DETAILS WE WILL INCLUDE THE MARKETING CODES STORED AGAINST THE**

DELEGATE'S NAME IF ANY; THE EXHIBITOR WILL THEN BE REQUIRED TO MATCH THE CODE AGAINST THEIR COMPLETED MARKETING SHEET] to facilitate easy and targeted follow-up after the event.

CATERING

Cash Catering will be set up within the exhibition area, Hall A. Catering will be available throughout the day.

Exhibitors who intend to offer small quantities of food and/or drink to delegates at their exhibition stand must be authorised by the Fiera Milano Congressi Catering Service using a special declaration form which can be obtained from the Catering Service itself.

For further information on exhibitor catering, please see the [online](#) information on the venue website where you can download their available services and order form.

INSURANCE

e) "Third-Party Liability" and "All Risks" policies for demo-promotional areas.

e.1) "Third-party liability" and "Theft of personal effects" insurance. Fiera Milano Congressi S.p.A, automatically provides the above insurance cover for all demonstration/promotional area users, without any extra charge.

e.2.a) "All Risks" policy (with the exception of the risk of terrorism and sabotage)

All merchandise, materials, furnishings and equipment brought into/used in the Area (as contractually defined) by the Users must be covered by an "All Risks Property Damages" insurance policy of the "All risks" type with a waiver clause with respect to a claim or compensation in the regards of third parties, including FMC, Fiera Milano S.p.A., Fondazione E.A. Fiera Milano, companies associated therewith, the Client and any third parties involved in the organisation of the Event.

FMC automatically arranges for the insurance coverage, with a capital sum of €25,000.00 per User. The coverage provides for an uncovered amount, in the event of theft, equal to 10% for each such case, with a minimum of €250.00; the said amounts are doubled in the event that the theft is reported after the end of the Event.

The User, who has an obligation to declare the actual overall value, or at least the presumed overall value, of the goods that the same foresees bringing/using within the Fiera Milano fairgrounds, including on behalf of firms represented, may automatically increase the capital sum by using the set of forms for the purpose (INS Form) will attend to and submit to FMC, once completed and signed.

In the event of failure to communicate the actual or presumed value of the goods, the minimum amount reported above shall apply as accepted.

In the event of theft or other damage, in the absence of correspondence between the value declared by the User and the actual value of the items insured, the insured value shall be that declared by the User, without prejudice to the provisions contained in Article 1907 of the Civil Code (partial insurance) for purposes of the eventual application of the proportional principle in the compensation for the damage.

This is without prejudice to the right of verification of the declaration on the part of the Insurance Delegation of Fiera Milano.

The cost in connection with the insurance service as per point e.2.a) of €84.00 per User (plus vat) will be charged by FMC to the Exhibitors. Please see the [website](#).

For those Users who have so requested, the supplementary insured value will become effective only upon payment of the related cost prior to the beginning of the Event. To that end, it is therefore requested that a suitable document (cheque or money transfer order) be attached to the "Insurance" form as proof of payment of the premium, the amount of which will have to be asked to the Insurance Delegation of Fiera Milano Congressi. The User will be given notice of the

effective increased coverage requested through delivery of a document of confirmation of insurance.

N.B. – what is stated in point e (e.1 – e.2) could be subject to variations.

e.2.b) Independent declarations of exhibitor insurance

If the Exhibitor has their own "All Risks" policy on goods, machinery, equipment and set-ups brought into the exhibition venue that covers trade fairs and shows, with a clause including the waiving of a claim compensation from FMC, Fondazione Fiera Milano, Fiera Milano spa, its subsidiaries and associate companies, Organiser and any third parties involved in organising the Event, the exhibitor shall still return the signed form, attaching declarations signed by its legal representative and the legal representative of the insurance company stating that the aforesaid property is covered by an "All Risks" insurance for an amount no less extensive than the one considered in FMC Regulations (as per facsimile found on INS Form)

ELECTRICAL SERVICES & LIGHTING

All electrical mains connections will be carried out by the officially appointed contractor, Fiera Milano Congressi. If you require details and costs for their services, please refer to their [online](#) ordering system.

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 of the socket ordered and multi points must not be connected from an adjacent multi point.

Fiera Milano Congressi provides 1 x 300w socket and 3 x 100w spotlights for those Exhibitors requiring Shell Scheme. Exhibitors may bring their own adaptors or can buy universal adaptor through the venue [website](#).

ENTITLEMENTS

Included in exhibition stand space Fee:

- Shell scheme, if requested
- Two complimentary exhibitor badges for each 9 square metres*
- Free editorial entry (50 words) in the Final Programme/Exhibition Catalogue
- One full complimentary delegate registration per stand
- General security during Exhibition Hours
- Ambient Air Conditioning and lighting
- Daily cleaning of the aisles and common areas
- Attendance at the Exhibition Reception

*These badges do not include admittance to the social events.

EDITORIALS – FINAL PROGRAMME

Each Exhibitor may have a maximum of 50 words of free editorial copy in the Final Programme/Exhibitor Catalogue. Please see the corresponding order form for information on composing your editorial. **Please note deadline date: Friday 29 May 2009.**

IFLA Congress 2009 Ltd 4B, 50 Speirs Wharf GLASGOW, G4 9TH, UK Tel: +44 (0) 141 331 0123 Fax: +44 (0) 141 331 0234 Email: ifla2009@congrex.com Website: www.congrex.com	Stand 86
50 word description of company activity	

In the case of no reply by the deadline, we will consider that you agree to have only name, address and stand number of your company published (as published on the "Exhibition & Sponsorship Application Form".

EXHIBITOR NAME BADGES

Exhibitors will receive two company name badges for every 9 square metres of exhibition space purchased. For table top exhibitors, you will receive one company name badge. These badges will give exhibitors access to the exhibition only. Additional badges can be purchased for €85.00. Exhibitor name badges will be prepared in advance for all exhibitor personnel. To register your exhibitor personnel, please complete the spreadsheet that will be sent to you by email.

CONGRESS REGISTRATION BADGE

Exhibitors will receive one full Congress registration per company name. Congress sponsors and IFLA Corporate Partners may have an additional entitlement, if you are unsure as to the number of complimentary registration badges you are entitled to, please contact the Exhibition Organisers. This badge will permit the exhibitor to attend the Congress sessions and social event(s). Congress registration badges will be prepared in advance and will be personalised. Please complete the Exhibitor Registration Spreadsheet, to register details for the complimentary Congress registration. Name changes will not be accepted after **Friday 24 July 2009**.

FURNITURE

Fiera Milano Congressi can provide a variety of stand furniture items which can be viewed and ordered [online](#).

FLORAL DISPLAYS

Floral Display services are provided by the Fiera Milano Congressi, for further information and to place an order, please see the venue [website](#).

IT / TELECOMMUNICATIONS

Audio Visual services are provided by the Fiera Milano Congressi, for further information and to place an order, please see the venue [website](#).

PAYMENT TERMS

All exhibitor invoices must be paid by **31 July 2009**. Please note if we do not receive payment from you before this date, you will not be allowed onsite.

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 **Friday 03 July 2009**.

RIGGING AND BANNERS

This is not permitted in the Exhibition (Hall A).

COMPRESSED AIR CONNECTION/WATER CONNECTION

Compressed Air Connection is not available in Hall A. Exhibitors who require compressed air should bring or hire compressors.

For water connection exhibitors should contact: ifla2009@fieramilanocongressi.it and the Milano Convention Centre (MIC) will confirm on an individual basis as it depends on the position of the stand.

STAND CLEANING

Stand Cleaning services are provided by the Fiera Milano Congressi, for further information and to place an order, please see the Venue [website](#).

SECURITY

Fiera Milano Congressi provides a general security service in the exhibition hall for responsibility for the custody and surveillance of stands and their contents during hall opening times, both during the exhibition and during assembly and dismantling phases, lies with the respective exhibitors. Exhibitors

are advised to put valuable objects in lockable cupboards before leaving their stand. Exhibitors must keep their materials, property and objects under close supervision and ensure stand staff are constantly present, particularly the day before the exhibition until the hall closes. It is forbidden to remain inside the halls after exhibition hours.

It is the exhibiting companies' responsibility to safeguard all personal belongings and all exhibition stand equipment. Neither the Exhibition Organisers nor venue will be held responsible for any loss.

Fiera Milano Congressi provides specific surveillance services for a fee. Exhibitors may request this service by filling in the appropriate form and sending it to the Fiera Milano Congressi Security Service. Please see venue website for [form](#).

TRANSPORT, LIFTING, SHIPPING & STORAGE

Agility Fairs & Events Logistics Ltd has 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 order form.

CONGRESS INFORMATION

REGISTRATION OPENING TIMES

On-site registration will take place in Hall A, Level 0 of the Milano Convention Centre (MIC). The registration desks will be open during the following times:

Friday 21 August	13.30 – 18.00
Saturday 22 August	07.30 – 19.00
Sunday 23 August	07.30 – 18.00
Monday 24 August	07.30 – 18.00
Tuesday 25 August	07.30 – 18.00
Wednesday 26 August	07.30 – 18.00
Thursday 27 August	07.30 – 14.00

Exhibitor Registration Time(s)

Exhibitors will be able to register on Saturday 22 August 2009 between 14.30hrs – 18.00hrs and Sunday 23 August 2009 between 08.00hrs – 12.00hrs from the exhibition desk located at the main registration area at the entrance of Hall A.

DELEGATE BADGES

Delegate badges will be bar-coded. Exhibitors and Sponsors wishing to scan delegate details will be required to hire a bar code reader; see corresponding order form.

LIST OF PARTICIPANTS

The list of participants will be available on a CD Rom in the delegate bags and will be displayed within the Registration Area.

PROFESSIONAL PROGRAMME

All session halls are located within the Milano Convention Centre (MIC). Details of plenary and parallel sessions are available online at the IFLA Congress website and will be printed in the Final Programme.

POSTERS

Scientific Posters will be located in the Exhibition Hall A, Level 0 of the Milano Convention Centre (MIC).

CONGRESS DOCUMENTATION

Each stand is entitled to one Congress delegate bag containing the documentation that will be given to delegates; this will ensure that exhibitors have relevant Congress information on their stands. You will receive your delegate bag when you collect your exhibitor name badge(s) from the exhibition desk at registration. A representative from each exhibition stand must sign the bag collection form when receiving your delegate bag at the Exhibition desk.

SOCIAL EVENTS

Opening Ceremony

Sunday 23 August 2009, 09.00hrs – 11.40hrs, Milano Convention Centre (MIC).

Exhibition Reception

Sunday 23 August 2009, 16.00hrs – 18.00hrs, Hall A, Level 0, Milano Convention Centre (MIC).

Exhibitors are expected to be present during the Exhibition Reception which will take place in the Exhibition hall.

Social Evening

The Galleria Vittorio Emanuele II: Time to be confirmed.

We will have the Social Evening (with catering) at the Galleria, also called "The Milan Drawing-room" that connects Duomo square with Scala square. This social ticket is included within the

complimentary Congress Registration. To request additional ticket(s), please complete the relevant section on the Exhibitor Registration Spreadsheet. Please note that additional tickets will be charged at €45.00 per ticket.

Optional Event – serata al Teatro Alla Scala (a special price will be available for the delegates)

Sunday 23 August 2009. Time to be confirmed. Prices TBC.

The Teatro Alla Scala was founded, under the auspices of the Empress Maria Teresa of Austria, to replace the Royal Ducal Theatre, which was destroyed by the fire on 26 February 1776 and had until then been the "Home of Opera" in Milan. Designed by the great neoclassical architect Giuseppe Piermarini, La Scala opened on 3 August 1778, with an Antonio Salleri Opera. The performance that will take place on Sunday 23 August will probably be a "Concerto lirico". A special price will be available for the delegates. Please see the Exhibitor Registration spreadsheet to register.

GENERAL VENUE INFORMATION

BUSINESS CENTRE

The Milano Convention Centre (MIC) does not offer a Business Centre; should you require printing services please visit the Print Centre which is part of the Internet Café and is located in Hall A, level 0 of the Milano Convention Centre (MIC).

INTERNET

Internet facilities are available in the Milano Convention Centre (MIC) at cost. Internet for your stand can be ordered online from the venue [website](#).

PARKING

Car parking spaces have been allocated within the Milano Convention Centre (MIC) for the use of exhibitors. Please note that this allocation is limited and will be allocated on a 'first come-first served' basis. Exhibitors wishing to park small vehicles (not for unloading purposes during build up/break down) will enter through the Gate Gattamelata 1 (vehicles entrance) and will be issued with a vehicle pass and will be directed to the designated parking area.

Once the vehicle has been parked, exhibitors should make their way outside the Gate Gattamelata 1 and reach the Main Pedestrian Entrance (Via Gattamelata 5). Exhibitors are not permitted to enter the Milano Convention Centre (MIC) through any other entrance. Please note that all vehicles must be removed after Exhibition closing times; it is forbidden to leave vehicles parked overnight and penalties will be issued.

PUBLIC TELEPHONES

There are no telephones in the Milano Convention Centre (MIC).

SMOKING POLICY

The Milano Convention Centre (MIC) is a non smoking venue throughout.

FIRE SAFETY

On arrival all Exhibitors/Contractors are required to sign-in and display a Contractor Badge. Exhibitors undertake to comply and ensure compliance by companies they appoint with all current regulations and laws on the issue of workplace health and safety and fire prevention. Please see the Fiera Milano Congressi Technical Regulations document on page 36 which can be downloaded on the venue [website](#).

SAFETY REGULATIONS AND PROHIBITIONS

The regulations and prohibitions pursuant to the Local Health Authority circular of January 2004, attached to the above regulations, the exhibitors must observe and have observed are indicated as follows. Exhibitors are advised that the Milano Convention Centre (MIC) has stringent regulations governing materials used on-site during an Exhibition;

a) Exhibitors must install one approved fire extinguisher for every 50 sqm or fraction of stand area in visible and accessible positions. Exhibitors may hire extinguishers by filling out a form on venue website. If this is not complied with, Fiera Milano Congressi itself will deliver the required extinguishers to the stand area and charge the cost in the exhibitor's final statement of account. Please note that Fiera Milano Congressi - Fiera Milano Spa only provide further information on extinguishers. Exhibitors must make sure that their stand staff is able to use the extinguishers correctly. The Fiera Milano Congressi - Fiera Milano Spa Safety are pleased to provide further information on extinguishers;

b) Inks, solvents and other inflammable liquids must be stored in the special external deposits provided by Fiera Milano Congressi - Fiera Milano Spa. Suitable closed metal containers must be used to transport them to the stand. Only the quantities strictly necessary for operating the machinery for one day may be kept in the stand area. Fire extinguishers and "No-smoking" signs must be placed near the containers and machines;

c) It is forbidden to introduce inflammable substances, compress or liquid gases, caustic or corrosive substances, or toxic, poisonous or irritating substances into the halls or store them in the stands. All heat

generating machinery is prohibited inside the halls. Exceptions will be made for machinery and plants on exhibition subject to the application of specific safety regulations in keeping with the laws in force and with the competent offices of Fiera Milano Congressi - Fiera Milano Spa;

d) It is forbidden to introduce ionising radiation generators (X-ray apparatus) or radioactive material into the Exhibition Centre and /or use them in display areas even if they are contained in equipment or other devices. The above does not apply to apparatus in which the activity, the concentration of radionuclide's or the emission of radiation is negligible.

e) It is forbidden to keep more empty packaging, printed material and advertising material in the stand areas than that required for normal daily consumption; such daily quantity is unquestionably defined by the Exhibitors' Technical Assistance Service (SATE) in agreement with the Fiera Milano Congressi - Fiera Milano Spa Safety Service;

f) It is forbidden to use stoves, electric heaters or other similar electrical appliances inside the halls;

g) During the assembly and dismantling phases, exhibitors are obliged to remove the packing material from the stand areas and gangways immediately. This may only be used temporarily to load/unload stand materials or products. During this temporary occupation, however, the material must always be kept tidy and must not totally block the gangways. Fiera Milano Congressi - Fiera Milano Spa reserve the right to take action if the above is not complied with and charge the relative costs to the exhibitor;

h) It is forbidden to use the spaces between the inner and outer walls of the stand and the areas under raised platforms to store any type of material;

i) Any machines that can produce dust, shavings or dangerous or irritating emissions of any kind must be fitted with an extraction system and appropriate filters to prevent such emissions from being dispersed in the atmosphere;

j) At the end of each day during the assembly, exhibition and dismantling phases and before leaving your stand, exhibitors must always:

- Turn off the switches of their electrical installations;
- Make sure nothing is burning in the stands;
- Leave all areas, including offices, meeting rooms, deposits and cupboards, open for inspection by Safety Service officials;

k) Exhibitors may not perform operations outside their stand area, even for the purposes of avoiding interfering with the activities of other stands; it is forbidden to leave any waste stand material or debris in the exhibition hall;

l) It is forbidden to smoke inside the halls and in the connected service areas (restaurants, bars, offices, meeting rooms, etc.). Outside, it is forbidden to smoke near combustible material and in areas where no smoking signs are displayed;

m) During exhibition opening hours, it is prohibited to circulate on any motorised or non-motorised means of transport, including electric transporters (bicycles, motorised and non-motorised quads "electric wagons", in the common areas inside the halls. During exhibition opening hours, motorised transporters of any kind may only circulate in the outdoor common areas with the written authorisation of Fiera Milano Congressi - Fiera Milano Spa;

n) It is forbidden to use radio equipment during exhibition assembly and dismantling operations, this is partly to allow service and safety communications transmitted by the public address system in the halls to be understood. If the above regulations are not observed, Fiera Milano Congressi - Fiera Milano Spa will proceed as indicated in section 10.4 of 'Fines and Penalties' of the Technical Regulations document.

o) Dogs or other animals may not enter unless they are to participate in specialist exhibitions concerning them or if they perform socially useful tasks.

RULES & REGULATIONS

1. Payment of Stand Space

Exhibitors have seven (7) days in which to make their final payment when it falls due. After this time, and only when monies have not been paid, the stand will be available for sale to another company. All deposits paid will be forfeited automatically and no refund will be made. 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.

2. Occupation of Stand Space

The Exhibitor, his 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 forfeited.

In the event of the Exhibitor failing to occupy the said space by the advertised opening time of the show the Exhibition Organisers are authorised to occupy or cause the said space to be occupied in such manner as may be deemed best for the interest of the Exhibition without refund to the said Exhibitor and without releasing the Exhibitor from any liability within these Rules and Regulations.

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

3. 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. Otherwise they can request the Waste Collection Service through the [website](#).

4. Build Restrictions

Please note: the venue ceiling heights vary and may be as low as 2.5m in some areas.

Any stand that has: an overall height exceeding 4m; 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 is 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 and Local Authority Department of Planning. Please submit stand drawings as detailed in the 'Stand Construction – Space Only' section.

5. 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.

6. Banners and Posters

Banners are not permitted within the Exhibition.

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

Posters may not be displayed in the foyer, session hall foyers, corridors, or any other public areas within the Premises.

It is prohibited to display notices, including sponsors' logos, within the foyer.

7. Electrical Requirements.

ONLY to exhibitors/contractors with Space Only stands:

On request for electrical connection to the mains power supply, the "Declaration of Conformity of the well - done Installation" (*) will have to be presented, pursuant to the Italian Law nr. 46 of March, 5th 1990.

(*) *Nota Bene:* The "Declaration of Installation Conformity" may only be issued by Italian installers authorized to install electrical systems as provided by Art. 2 of the Italian Law n° 46.

Foreign exhibitors that install the systems themselves or make use of foreign Companies and therefore, not complying with the Italian Law nr. 46 of March, 5th 1990, **must seek the co-operation of a qualified Italian Company at their own expense** - as clearly stated in the Fiera Milano Congressi Technical Regulation Book. **On requests Fiera Milano Congressi will supply to the Exhibitors an inspection service of the electrical installations. They can require it through the website.**

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, such as coffee makers, etc., 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. Electrical sockets are European Schuko sockets and adaptors must be used for British standard where required, these can be hired / purchased from the venue's relevant contractors, see contact details appended with this document.

8. 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.

9. Trade Union Labour

All stand fitting, construction, or display work should be carried out by members of the appropriate Trade Unions recognised by the Exhibition Industry at the rates of pay and overtime and conditions in accordance with the Terms of the Working Rules Agreement currently in force.

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. 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 microphones/audio visual equipment is permitted, but 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.

12. S.I.A.E Authorisation

(Italian Authors' and Publishers' Association)

For Exhibitors who intend having music on their stand, even for demonstration purposes only, or displaying slides/films/photography, a Licence is required by law to authorise such use of its international copyright repertoire. For more information on performance rights in Italy, please visit www.siae.it or email the S.I.A.E: direzione.milano@siae.it

13. Children and Animals

It is strictly forbidden for children under the age of 15 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 Please see Fiera Milano Congressi Technical Regulations Book.

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 common 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.

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. Laser Products and Smoke Machines

Any Exhibitor demonstrating or using laser products or smoke machines must note and observe the following requirement:

Full details of equipment that will be used must be submitted to the Exhibition Organisers for final approval no later than four (4) weeks prior to the commencement of the Exhibition. Failure to submit adequate details may result in the display being prohibited. Exhibitors must provide suitable fire extinguishers and warning notices.

17. 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.

18. Health and Safety

Exhibitors are reminded that it is a recommendation of the Health and Safety Executive that each stand is equipped with a fire extinguisher and a first aid kit.

19. Health and Safety at Work Act

Exhibitors are reminded that the Health and Safety at Work Act 1974 requires that any equipment being operated or demonstrated shall be inherently safe and not create a hazard for the demonstrator or visitor. Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985, an employer (the Exhibitor) is required to notify the enforcing authority when there is an accident resulting in death, major injury, or a notifiable dangerous occurrence.

It is a requirement of the venue that all Exhibitors and Contractors comply with the law and regulations covering Health and Safety at Work at all times.

20. 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.

21. 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.

22. 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 therefrom.

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.

23. INSURANCE

e) "Third-Party Liability" and "All Risks" policies for demo-promotional areas.

e.1) "Third-party liability" and "Theft of personal effects" insurance

Fiera Milano Congressi S.p.A. automatically provides the above insurance cover for all demonstration/promotional area users, without any extra charge.

e.2.a) "All Risks" policy (with the exception of the risk of terrorism and sabotage)

All merchandise, materials, furnishings and equipment brought into/used in the Area (as contractually defined) by the Users must be covered by an "All Risks Property Damages" insurance policy of the "All risks" type with a waiver clause with respect to a claim or compensation in the regards of third parties, including FMC, Fiera Milano S.p.A., Fondazione E.A. Fiera Milano, companies associated therewith, the Client and any third parties involved in the organisation of the Event.

FMC automatically arranges for the insurance coverage, with a capital sum of €25,000.00 per User. The coverage provides for an uncovered amount, in the event of theft, equal to 10% for each such case, with a minimum of €250.00; the said amounts are doubled in the event that the theft is reported after the end of the Event.

The User, who has an obligation to declare the actual overall value, or at least the presumed overall value, of the goods that the same foresees bringing/using within the Fiera Milano fairgrounds, including on behalf of firms represented, may automatically increase the capital sum by using the set of forms for the purpose (INS Form) will attend to and submit to FMC, once completed and signed.

In the event of failure to communicate the actual or presumed value of the goods, the minimum amount reported above shall apply as accepted.

In the event of theft or other damage, in the absence of correspondence between the value declared by the User and the actual value of the items insured, the insured value shall be that declared by the User, without prejudice to the provisions contained in Article 1907 of the Civil Code (partial insurance) for purposes of the eventual application of the proportional principle in the compensation for the damage.

This is without prejudice to the right of verification of the declaration on the part of the Insurance Delegation of Fiera Milano.

The cost in connection with the insurance service as per point e.2.a) of €84.00 per User (plus vat) will be charged by FMC to the Exhibitors. Please refer to the venue [website](#).

For those Users who have so requested, the supplementary insured value will become effective only upon payment of the related cost prior to the beginning of the Event. To that end, it is therefore requested that a suitable document (cheque or money transfer order) be attached to the "Insurance" form as proof of payment of the premium, the amount of which will have to be asked to the Insurance Delegation of Fiera Milano Congressi. The User will be given notice of the effective increased coverage requested through delivery of a document of confirmation of insurance. N.B. – what is stated in point e (e.1 – e.2) could be subject to variations.

e.2.b) Independent declarations of exhibitor insurance

If the Exhibitor has their own "All Risks" policy on goods, machinery, equipment and set-ups brought into the exhibition venue that covers trade fairs and shows, with a clause including the waiving of a claim compensation from FMC, Fondazione Fiera Milano, Fiera Milano spa, its subsidiaries and associate companies, Organiser and any third parties involved in organising the Event, the exhibitor shall still return the signed form, attaching declarations signed by its legal representative and the legal representative of the insurance company stating that the aforesaid property is covered by the "All Risks" insurance for an amount no less extensive than the one considered in FMC Regulations (as per facsimile found on INS Form)

24. Restricted Use

All obligations under the Terms and Conditions shall not be cancelled or affected by any reason relating to the use of the Premises or any part thereof being prevented or restricted by any Exhibitor's failure to obtain, or the failure of any local authority or other body to grant, any necessary licence, permission, or approval.

25. Works

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 therefrom 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.

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.

26. Storage

Please contact Agility Logistics regarding storage for Exhibitors, which will be at cost. Please see Agility order form in the Order form document. 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.

27. 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.

28. 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. Copies of the Agreement and policies of insurance may be inspected at the Exhibition office 30 days prior to the opening of the Exhibition.

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 Industry Exhibition being held in conjunction with the IFLA 75th World Library and Information Congress (IFLA 2009). 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 Organising Committee reserves the right to change the venue, time and date of reservations up to six months before the start of the Congress.

The Organisers reserve the right to postpone the Exhibition from the set dates, and to hold the Exhibition 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 request is received at least three months prior to the opening of the Exhibition
3. that the Organisers are able to re-let the cancelled space in its entirety
4. that the reason given for the request of the cancellation is, in the opinion of the Organisers, well founded
5. that the Exhibitor agrees the organisation shall retain: 50% of the contract price if the cancellation is accepted up to 3 months prior to the exhibition; 100% of the contract price for any cancellations received within 3 months prior to the opening of the exhibition.

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

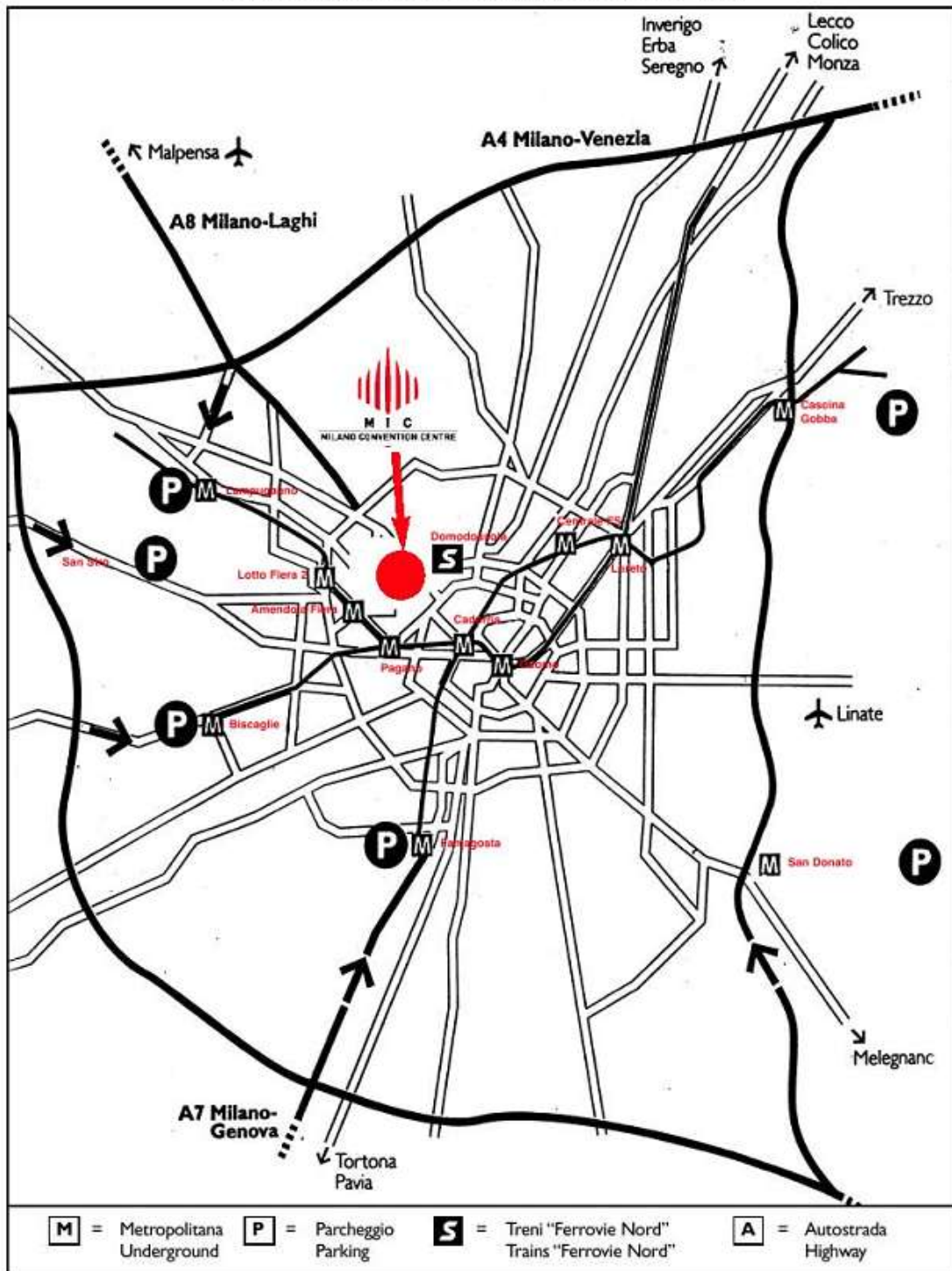
BANKRUPTCY OR LIQUIDATION

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.

VENUE DIRECTIONS AND MAPS


FIERA MILANO CONGRESSI
 Fiera Milano Congressi SpA
 Direzione e coordinamento: Fiera Milano SpA
 Via Carlo Magno, 1 - 20149 Milano
 Cap. Soc. € 100.000.000 - Spese Ultime
 Registro Imprese: Conf. Imprese e C. No. 11282010151 - I.S.A. 1492146

COME RAGGIUNGERE MILANO CONVENTION CENTRE - (MIC) HOW TO REACH MILANO CONVENTION CENTRE - (MIC)



HOW TO REACH MILANO CONVENTION CENTRE - (MIC)



IF YOU'RE COMING BY PLANE

To/from Linate Airport:

A public bus service bus No. 73 links Linate Airport - Domestic Arrivals exit with Milan. Last stop Piazza San Babila close to the underground. Then take the underground Linea 1 Rossa (Red Line) in the RHO-FIERA direction and stop at AMENDOLA FIERA - FieraMilanocity

To/from Malpensa airport/Terminal 1 (main international) terminal and Terminal 2:

The "MALPENSA EXPRESS" provides a direct rail link between the airport and the Ferrovie Nord "Cadorna" railway station, in downtown Milan. It takes 40 minutes and trains run every half hour. Then take the underground Linea 1 Rossa (Red Line) in the RHO-FIERA direction and stop at AMENDOLA FIERA - FieraMilanocity

To/from Orio al Serio Airport:

There are two buses (Autostradale and Air Pullman) that run from/to Orio al Serio and Stazione Centrale - Central Railway Station. Journey time: 60 minutes. At Stazione Centrale take the underground Linea 2 Verde (Green Line) and get off at CADORNA - Triennale. Then get the underground Linea 1 Rossa (Red Line) in the direction of RHO - FIERA and stop at AMENDOLA FIERA - FieraMilanocity



CITY TRANSPORTATION

Public Bus Service

- Tram no. 19 - get off at Largo Domodossola (convenient for the MIC Centre entrance);
- Trams no. 1 and no. 11 and buses no. 57 and no. 43, all stop at the corner between Corso Sempione and Via Domodossola (convenient for the MIC Centre entrance);
- Bus no. 78 - get off at Colleoni (convenient when the Exhibition is taking place in the Fieramilanocity Pavilions);

Underground

To reach the MIC Centre take Linea 1 Rossa (Red Line) in the RHO-FIERA direction and stop at AMENDOLA FIERA FieraMilanocity



IF YOU'RE COMING BY TRAIN

TRENITALIA

THE CENTRAL RAILWAYSTATION (STAZIONE CENTRALE) and GARIBALDI RAILWAYSTATION (STAZIONE GARIBALDI)

Take the underground (MM) Linea 2 Verde (Green Line) in the Abbiategrasso direction, get off at Cadorna - Triennale, switch to the Linea 1 Rossa (Red Line) in the RHO-FIERA direction and stop at AMENDOLA FIERA - FieraMilanocity

FERROVIE NORD - Piazzale Cadorna

To reach the MIC Center, take the underground (MM) Linea 1 Rossa (Red Line) in the RHO-FIERA direction and stop at AMENDOLA FIERA - FieraMilanocity



IF YOU'RE COMING BY CAR

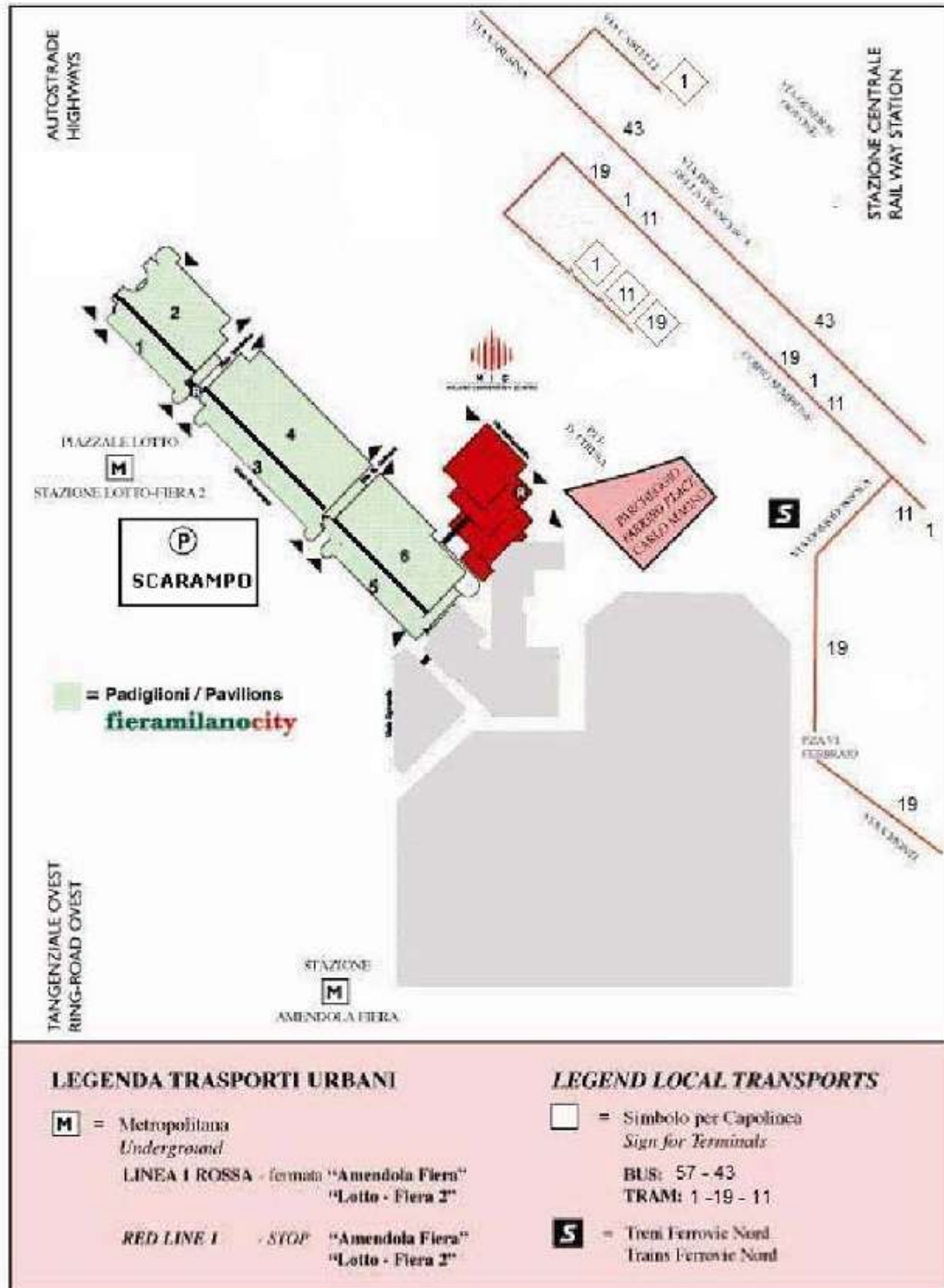
From the Milan ring roads, follow the signs to the large car parks adjacent to the following underground stations:

- Cascina Gobba (n° 1800 car places).
- San Donato (n° 1800 car places).
- Famagosta (n° 3000 car places).
- Bisceglie (n° 1900 car places).
- Lampugnano (n° 2000 car places).



FIERA MILANO CONGRESSI

W E
STAGIONE
PACIFIC PLACE
CARLO AZEVEDO



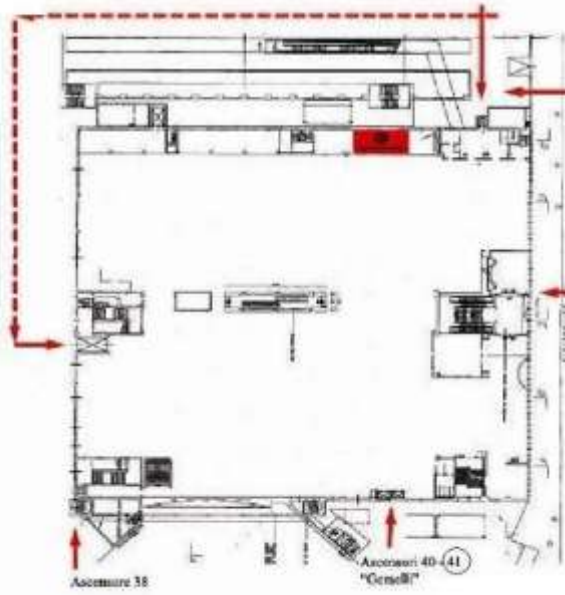


MILANO CONVENTION CENTRE - (MIC)

**CASH POINT MACHINE
 BANCOMAT**

**INGRESSO MONTACARICHI
 PER OPERAZIONI DI
 MOBILITAZIONE / SMOBILITAZIONE
 GOODS LIFT FOR SETTING UP AND
 DISMANTLING OPERATIONS**

DATI TECNICI	SPECIFICAZIONI
Portata: 7500 KG	Capacity: 7500 KG
Dimensione Porta: Larghezza: 2,575 mt	Door Dimension: Width: 2,575 mt
Altezza: 4,07 mt	Height: 4,07 mt
Dimensione Cabina: Larghezza: 3,18 mt Lunghezza: 6,32 mt	Cabin Dimension: Width: 3,18 mt Length: 6,32 mt
Altezza: 4,1 mt	Height: 4,1 mt



**PORTA CARRAIA
 GATTAMELATA 1**
 (entrata solo per mobilitazione/mobilizzazione)
 e Segreteria Organizzativa
VEHICLE ENTRANCE
 (only for setting up and
 dismantling time)
 and Organizers entrance

**INGRESSO
 PEDESTRANI MAIN ENTRANCE
 VIA GATTAMELATA 5**

**41 ASCENSORE DISABILI
 LIFT FOR WHEEL-CHAIRS**



FIERA MILANO CONGRESSI

Informiamo i Signori Espositori che lo Spedizionario Ufficiale di Fiera Milano SpA e Fiera Milano Congressi SpA autorizzato ad operare nel quartiere Fiera Milano City per tutte le attività di carico / scarico merci, trasporti, operazioni doganali, ecc...è:

 **EXPOTRANS**

Indichiamo i riferimenti per il contatto:

customer service: +39.02.36.62.86.10
Fax: +39.02.36.62.86.06
e-mail: alessandra.d@expotrans.it
luca.mazzetto@expotrans.it

We inform all Exhibitors that the Official Shipping Agent of Fiera Milano SpA and Fiera Milano Congressi SpA authorized to operate in Fiera Milano City is:

 **EXPOTRANS**

For information please contact:

customer service: +39.02.36.62.86.10
Fax: +39.02.36.62.86.06
e-mail: alessandra.d@expotrans.it
luca.mazzetto@expotrans.it
