



DIA 28th Annual **EuroMeeting**

INnovation • Do You Win by Being IN?

6-8 April 2016 | CCH | Hamburg, Germany

Exhibitor Services Manual

DIA DEVELOP
INNOVATE
ADVANCE

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Dear Exhibitor,

WELCOME TO THE 28TH ANNUAL EUROMEETING EXHIBITION !

We would like to extend our thanks to you for your planned participation in our upcoming EuroMeeting in Hamburg. We appreciate your support and look forward to a great event!

This Exhibition & Event Services Manual is a comprehensive guide with all of the information and technical services available to help you to prepare for a successful event.

We request that exhibitors read this manual in detail and comply with all instructions. This particularly applies to the application and registration deadlines. Failure to do this will result in additional costs and surcharge to you, the Exhibitor. We therefore ask you to give this due consideration.

NB: Booth set up is only permitted to exhibitors who have issued required payment for their booth rental order.

Please ensure that you familiarise yourself with DIA's exhibitor guidelines in our exhibitor policies & procedures booklet. [Click here](#) to download the booklet. If you experience problems opening or downloading this information, please contact DIA Europe, Middle East & Africa and a copy will be emailed to you.

We look forward to making your experience in Hamburg as successful as possible. If you have any questions regarding the Exhibitor Manual, please contact us.

Your DIA Europe, Middle East & Africa Exhibition Team

CONFERENCE VENUE

The EuroMeeting will take place at the CCH Congress Center Hamburg from Wednesday, 6 April to Friday, 8 April 2016

CCH Congress Center Hamburg
Am Dammtor / Marseiller Strasse
20355 Hamburg, Germany

- Registration will be located in the Entrance Hall / Ground Floor
- The exhibition will be in Hall H directly off the Ground Level Foyer

TECHNICAL SERVICES INFORMATION

Technical services and additional furniture, electricity, etc. should be ordered directly through **Gielissen Exhibition & Event Services** webshop. To access online services, follow the instructions below:

Click on the following link: gees.gielissen.com

1. Select DIA EuroMeeting 2016
2. Use the login details that Gielissen has provided for you, if you have not yet received your login details, please use the following contact email: euromeeting@gielissen.nl

IMPORTANT DEADLINES

Please note that the order deadline is the **18 March 2016**. **Orders received after the deadline are subject to a 25% surcharge on the regular price will be applicable.** The last online order can be made up to 31 March 2016, after this date the online webshop will be closed.

For questions or comments contact Gielissen Exhibition & Event Services directly via euromeeting@gielissen.nl or tel.: +31 20 581 14 11

BEFORE, DURING AND AFTER THE EVENT

1 Before the Event

First, please read through this Manual.

Review the table of Contents, which will show you where to find the different information and forms that need to be returned to DIA EMEA.

2 During the Event

Gielissen On-Site Exhibitor Service Centre

Gielissen will maintain an on-site Exhibitor Service Desk for the duration of the event. If there are items you need, but did not order, or should new requirements arise during the show, they will be happy to help you. Just visit them at the Exhibitor Service Centre located at the entrance to the Exhibition Hall for assistance.

For your additional orders, such as extra furniture, plants, screens etc., please go to Gielissen Exhibition & Event Services Webshop: gees.gielissen.com

3 After the Event

Evaluation Forms

Evaluation forms will be sent electronically following the close of the Meeting. We would appreciate you taking a moment to complete the survey so that we may better serve you at future events.

Tear-Down

Tear-down will take place on Friday, 8 April 2016 from 16:30* – 23:00

**** Absolutely no dismantling/tear-down of booths will be permitted before the specified adjournment of the trade show portion of the meeting. This is disruptive and dangerous to attendees and other exhibitors. Penalties will be imposed on any exhibitor who does not abide by this policy and will affect the exhibitor's ranking in the booth selection process as well as the possibility of exhibiting at future meetings.***

4 Freight/ Onsite Handling

Shipping

Shipping must be organised by the exhibiting company.

EFI Logistics are appointed as Official Freight Forwarder and On-Site Handling Contractor for the DIA EuroMeeting. EFI Logistics will be present on site for the duration of the event and will have a service desk located at the entrance to the Exhibition Hall

Please refer to the Shipping Information provided in this manual.

DIA 28th Annual EuroMeeting

INnovation • Do You Win by Being IN?

Exhibit Hall Hours

6-8 April 2016 | Congress Center Hamburg, Germany



As of 6 January 2016
Subject to Change

| Venue

The 28th Annual EuroMeeting will take place at the:
CCH Congress Center Hamburg, Germany
Am Dammtor / Marseiller Strasse, 20355 Hamburg, Germany

| Exhibitor Schedule*:

Tuesday, 5 April 2016	Exhibitor set-up	15:00 - 20:00
Wednesday, 6 April 2016	Exhibitor set-up	08:00 - 11:00
Friday, 8 April 2016	Exhibitor dismantle	16:30 - 23:00

| Exhibit Hall schedule*:

Wednesday, 6 April 2016	12:00 - 18:00	
	12:30 - 14:30	Lunch Break in the Exhibit Hall
	15:00 - 16:00	Extended Refreshment Break in the Exhibit Hall
	The "Welcome to Hamburg" Opening Reception will take place in Hall 3 on the Ground Level of the CCH Hamburg from 18:00 - 20:30	
Thursday, 7 April 2016	09:00 - 18:30	
	10:15 - 11:00	Refreshment Break in the Exhibit Hall
	12:30 - 14:30	Lunch Break in the Exhibit Hall
	14:00 - 15:15	Exhibition Guest Passes (Visitors must pick up a temporary pass at the registration desk)
	15:15 - 16:00	Refreshment Break in the Exhibit Hall
	17:30 - 18:30	Networking Reception in the Exhibit Hall
Friday, 8 April 2016	09:00 - 16:00	
	10:15 - 11:00	Refreshment Break in the Exhibit Hall
	12:30 - 14:30	Lunch Break in the Exhibit Hall
	14:00 - 15:15	Exhibition Guest Passes
	15:15 - 16:00	Refreshment Break in the Exhibit Hall
	16:30 - 23:00	Exhibitor Tear-Down*

*There will be no early tear-down permitted

All materials must be removed from the exhibition area on Wednesday and clearly marked for pick up by a transport company. Shell scheme Exhibitors must remove all personal materials by 20:00.

All Innovation Theatre Presentations will take place in the Exhibit Hall

DIA 28th Annual EuroMeeting

INnovation • Do You Win by Being IN?

Exhibitor Key Contacts

6-8 April 2016 | Congress Center Hamburg, Germany



Go to the EuroMeeting website DIAglobal.org/EM2016 for up-to-the-minute information, to register for the EuroMeeting or for a pre-conference tutorial, to download the programme and to book hotel rooms.

EuroMeeting Exhibitor Queries

DIA Contact



Enquiries from exhibiting companies or enquiries regarding hosting opportunities, company summary book, exhibitor kiosk and/or hospitality suites should be directed to Roxann Schumacher at EMEA.Exhibition@DIAglobal.org or +41 64 225 51 38

Exhibitor Services



Technical Services, additional furniture, electricity etc. should be ordered directly through Gielissen Exhibition & Event Services via the webshop ges.gielissen.com. Special queries should be directed to Fabienne Brandt at +31 20 581 14 11 or eurometing@gielissen.nl

Shipping Agent



Shipping queries should be directed to EFI Logistics:

Jake Head: jake.head@efilogistics.com | Susan Barton: susan.barton@efilogistics.com | + 44 1444 871314

Custom Booths



Queries for your special needs on tailored designed booths should be directed to Indre Blauzdzionaite at Creative Spirit: +33 1 53 04 91 00 or Indre@creativespirit.eu

EuroMeeting General Queries

Accounting Queries

For accounting inquiries please contact Suzanne de Zilva at suzanne.dezilva@DIAglobal.org or +41 61 225 51 50

Press Passes/Press List/Press Release Programme

All enquiries regarding press passes and/or press lists should be directed to Jacqueline Zeller at jacqueline.zeller@DIAglobal.org or +41 61 225 51 54

Participant Registration Queries

Please contact DIA EMEA Contact Center at EMEA@DIAglobal.org or +41 61 225 51 51 with your registration queries.

Speakers / Session Chairs / Poster Presenters

Enquiries from speakers should be directed to Sharon Evans Schuler at sharon.evans@diaglobal.org or +41 61 225 51 44

General Queries

For all other queries or for unresolved issues, please contact Natacha Scholl at natacha.scholl@DIAglobal.org or +41 61 225 51 59

DIA 28th Annual EuroMeeting

INnovation • Do You Win by Being IN?

6-8 April 2016 | Congress Center Hamburg, Germany



SCHEDULE AT-A-GLANCE

Tuesday, 5 April 2016

Registration Hours:

15:00-20:00	Exhibitor Registration and Set-up
14:00-18:00	Attendee and Speaker Registration*
17:30-18:30	Students Welcome Reception

* Avoid the rush on Wednesday by picking up your badge and conference material on Tuesday afternoon

Wednesday, 6 April 2016

Registration Hours:

08:00-11:00	Exhibitor Registration and Set-up
08:00-18:00	Attendee, Speaker and Exhibitor Registration

Schedule:

09:00-12:30	Pre-Conference Tutorials and ICH Info Day*
10:30-11:00	Pre-Conference Tutorials Coffee Break
11:00-12:30	German Satellite Session
12:00-18:00	Conference and Exhibition Open
12:30-14:30	Lunch & Innovation Theatre Presentation in the Exhibition Hall
13:30-15:00	Regulatory Town Hall Meeting
15:00-16:00	Extended Refreshment Break in the Exhibition Hall
16:00-17:45	Opening Plenary Session
18:00-20:00	"Welcome to Hamburg" Opening Reception

*Space is limited for Pre-Conference Tutorials and ICH Info Day, therefore pre-registration is strongly recommended. Availability for onsite registration is not guaranteed

Thursday, 7 April 2016

Registration Hours:

08:00-18:30	Attendee, Speaker and Exhibitor Registration
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Schedule:

08:00-09:00	Welcome Coffee
08:00-18:30	Exhibition Hall Open
09:00-10:30	Parallel Scientific Sessions - Session 1 Choose from Parallel Sessions
10:15-11:00	Coffee Break in the Exhibition Hall

11:00-12:30

Parallel Scientific Sessions - Session 2

Choose from Parallel Sessions

12:30-14:30

Lunch & Innovation Theatre Presentation in the Exhibition Hall

12:30-13:00

Speed Networking

13:00-14:00

DIA Communities - Meet and Eat

14:00-15:30

Parallel Scientific Sessions - Session 3

Choose from Parallel Sessions

14:00-15:30

Exhibition Guest Passes

15:15-16:00

Coffee Break in the Exhibition Hall

16:00-17:30

Parallel Scientific Sessions - Session 4

Choose from Parallel Sessions

17:30-18:30

Networking Reception in the Exhibition Hall

17:45-18:15

Student Poster Award Ceremony at the DIA Booth

Friday, 8 April 2016

Registration Hours:

08:00-17:30	Attendee, Speaker and Exhibitor Registration
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Schedule:

08:00-09:00	Welcome Coffee
08:00-16:00	Exhibition Hall Open
09:00-10:30	Parallel Scientific Sessions - Session 5 Choose from Parallel Sessions
10:15-11:00	Coffee Break in the Exhibition Hall
11:00-12:30	Parallel Scientific Sessions - Session 6 Choose from Parallel Sessions
12:30-14:30	Lunch & Innovation Theatre Presentation in the Exhibition Hall
14:00-15:30	Parallel Scientific Sessions - Session 7 Choose from Parallel Sessions
15:15-16:00	Coffee Break in the Exhibition Hall
16:00-17:30	Parallel Scientific Sessions - Session 8 Choose from Parallel Sessions
17:30	End of Conference

Preliminary Schedule, status 27 January 2016

Subject to change

DIA DEVELOP
INNOVATE
ADVANCE

TRAVEL INFORMATION



SAVE UP TO 20% ON TRAVEL WITH THE STAR ALLIANCE™ NETWORK

The Star Alliance member airlines are pleased to be appointed as the Official Airline Network for the 28th Annual EuroMeeting 2016.

To obtain the Star Alliance Conventions Plus discounts please visit Conventions Plus online booking tool:

<http://conventionsplusbookings.staralliance.com/trips/StarHome.aspx?meetingcode=LH06S16>

Registered participants plus one accompanying person travelling to the event can qualify for a discount of up to 20%, depending on fare and class of travel booked.

Discounts are offered on most published business and economy class fares, excluding website/internet fares, senior and youth fares, group fares and Round the World fares.

When making your travel plans please present confirmation of your registration or proof of attendance for the Event/Convention.

Special procedures to be followed for travel to/from Japan. Discounts may be offered by the participating airlines on their own network. To obtain these discounts please contact the respective carriers' booking office.

Contact details can be found on www.staralliance.com/conventionsplus/delegates/ under "Conventions Plus Booking Contacts". please quote the event code **LH06S16** for ticket reservation.

HOTEL INFORMATION

SPECIAL HOTEL RATES FOR YOUR EUROMEETING 2016 ACCOMMODATION IN HAMBURG

DIA Europe, Middle East & Africa has negotiated special conference hotel rates with **K.I.T. Group GmbH**, for the EuroMeeting 2016.



Please be advised that DIA has only contracted K.I.T. Group GmbH as exclusive hotel agent for the EuroMeeting 2016.

DIA works with one agent to ensure that:

- Your hotel reservations are officially part of the EuroMeeting
- The hotels rates have been individually negotiated for the EuroMeeting and are exclusive to EuroMeeting participants
- Your hotel reservations, privacy and personal data are completely secure

To book your room, visit www.DIAglobal.org/EM2016, scroll the menu and click on Hotel/Travel Information.





BOOKING YOUR OWN CONFERENCE TRAVEL IS EASY AS ABC

WITH THE GLOBAL ONLINE BOOKING TOOL FROM STAR ALLIANCE CONVENTIONS PLUS

No matter where you are travelling from, the Star Alliance™ network offers you a wide choice of flights to the DIA 28th Annual EuroMeeting in Hamburg, Germany.

And with over 18,500 flights a day to 1,330 destinations across 192 countries, our 28 member airlines extend the same choice to any future conferences you are planning to attend.

You can also save money when you book your flights. Simply quote the Convention Code LH06S16 and you plus one travelling companion will receive a special discount. Better still, no matter which Star Alliance member airline's frequent flyer programme you belong to, you can earn and redeem miles across all 28 airlines.

For more information, or to join the airline network that offers you more choice wherever your conferences take you, simply go to www.staralliance.com/conventionsplus

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GETTING AROUND HAMBURG AND THE VENUE

The CCH is the only conference centre that is right next door to a high-speed train station (ICE). And it is only 10 kilometres to the airport. If you are driving to the event, there are 900 parking spaces available in the underground car park.

- 20min drive or public transport from the Hamburg Airport
- 2min walk from the Bahnhof Dammtor

CCH website Travel page, www.cch.de, provides details, including detailed maps, for how to best navigate your arrival via Plane, Train, Car and Public Transportation.

From Hamburg Airport, 80 airlines fly directly to 115 national and international destinations. It is situated to the north of the city in Fuhlsbüttel. See the Hamburg Airport website for flight connections.

From the airport to the CCH in 20 minutes

The CCH - Congress Center Hamburg can be reached from the airport by S-Bahn (S1) and taxi. The journey time to CCH by car is about 20 minutes, by public transport about 25 minutes.

To CCH by S-Bahn (Suburban Railway)

From the airport please take the S1 (leading towards Wedel) to Hamburg Hauptbahnhof (central train station). Once you have arrived at the train station you switch to the S21 or S31 on the opposite rail track. The next station will be Bahnhof Dammtor, there you get off and reach the CCH in a short walking distance.

Costs

- A Single ticket costs EUR 3.10 and is good for a one-way travel from the airport to the CCH or Hamburg Downtown.
- A day ticket costs EUR 6.00 (9 am day ticket) / EUR 7.50 (All-day ticket) per person.
- A taxi from the airport charges around EUR 20.

Rail Travel

The Congress Center Hamburg is right next door to Dammtor InterCity rail station for the high-speed trains of German Rail and international rail connections.

From Hamburg Central Station (Hauptbahnhof), take S-Bahn line S21 (towards Elbgaustrasse). It is just one stop to Dammtor, and takes only two minutes. From Dammtor Station, it is only a two-minute walk to CCH.

Road Travel

If you come to CCH - Congress Center Hamburg by car or motor bike, it is best to take the motorways and exits shown here under. Then follow the signs to "Messe / CCH".

Motorway Junction

A 7 from the North

A 23 from North-West

A 24 / A 1 from the East / North East

A 39 / A 255 from the South-East

A 1 from the South-West via A7 / Elbtunnel

A 7 from the South

Junction HH-Volkspark

Junction HH-Volkspark

Junction HH-Horn

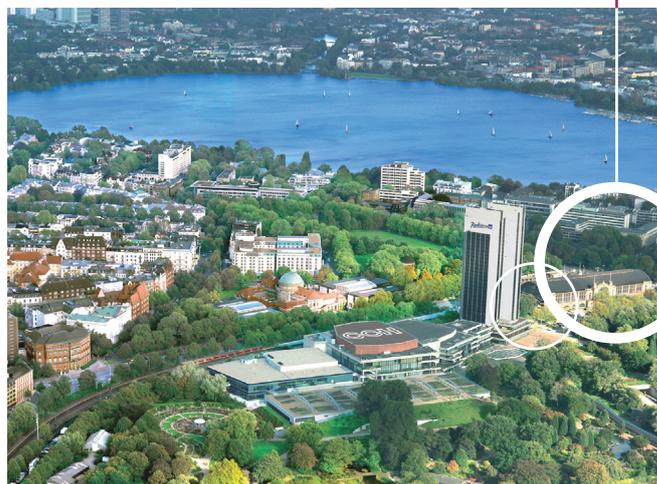
via Neue Elbbrücken / HH-Centrum

Junction HH-Volkspark

via Neue Elbbrücken / HH-Centrum

Notes for automotive navigation systems

- The address to enter is Marseiller Straße 1, 20355 Hamburg
- Some navigations may list the CCH - Congress Center Hamburg as "special target"
- The geo-coordinates for CCH - Congress Center Hamburg are:
N 53° 33' 33.39"
E 9° 59' 10"



Travel by Public Transport

CCH-Congress Center Hamburg has good bus and rail connections with all the key areas of Hamburg. With an extensive network of rapid transit (S-Bahn) and underground (U-Bahn) lines, plus plenty of bus lines. CCH is easy to reach from any part of the city, thanks to its good transport connections and central location.

Stations in walking distance:

Dammtor station is right next to CCH, for InterCity trains and S-Bahn.

And U-Bahn stations Stephansplatz (Opera/CCH) and Gänsemarkt are just a short walk away, on a route that passes through a landscaped park and attractive streets.

LOCAL MAP



DIA 28th Annual EuroMeeting

6-8 April 2016 | Congress Center Hamburg, Germany

INnovation • Do You Win by Being IN?



Foyer Hall 4
Speaker Resource
Center

Session Room

16

18 19

SRC

REGISTRATION

Foyer
18/19

Room 4

ENTRANCE

LOGISTICS

HALL 3

Wednesday
Welcome
Reception

FOYER
EXHIBIT HALL

S/G
S/G

ENTRANCE

Registration
Bag Station
Back offices

Scan & Go

Escalators Escalators

VIP

Room 6

Session Room

HALL H
Exhibit Hall

CCH Hamburg
Ground Level

DIA 28th Annual EuroMeeting

6-8 April 2016 | Congress Center Hamburg, Germany

Innovation • Do You Win by Being IN?



Session Rooms
A, B, C



FOYER
A-C

Escalators Escalators

Room 11
DIA
Meeting Room

Room 12
DIA Meeting
Room

Room 13
DIA Meeting
Room

Room 14
DIA Meeting
Room

Room 15
DIA Meeting
Room



Cloakroom

Planten
Blomen

Show Office
Room Monitoring

DIA

DIA



Session Rooms
7, 8

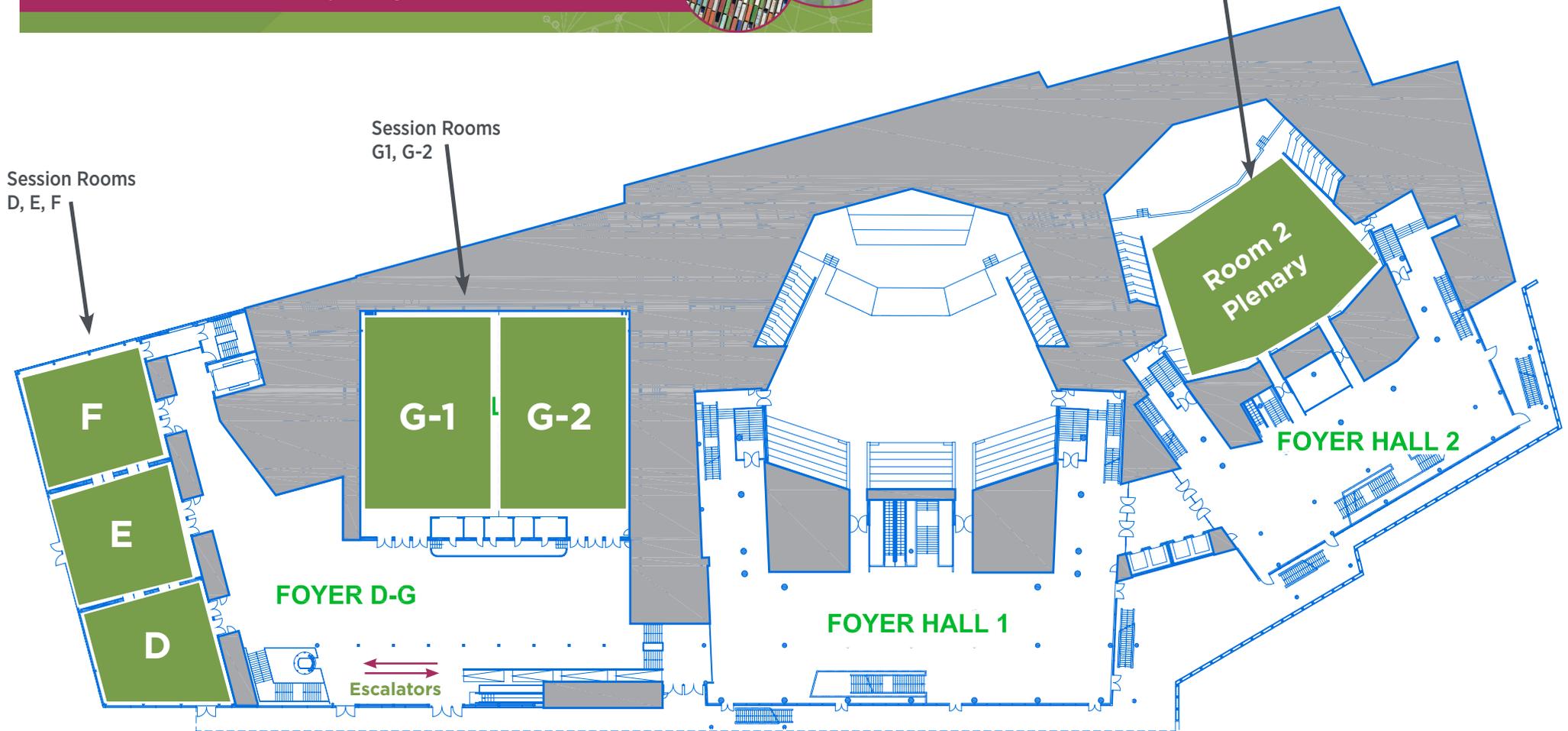
CCH Hamburg | Level 1

DIA DEVELOP
INNOVATE
ADVANCE

DIA 28th Annual EuroMeeting

6-8 April 2016 | Congress Center Hamburg, Germany

INnovation • Do You Win by Being IN?



CCH Hamburg | Level 2

new exhibition hall

SET UP

Experience a new & improved in-lands floorplan to heighten your visibility
In-lands have been developed so every booth is "IN"
Enhances fluid guest circulation to help you connect to the right people

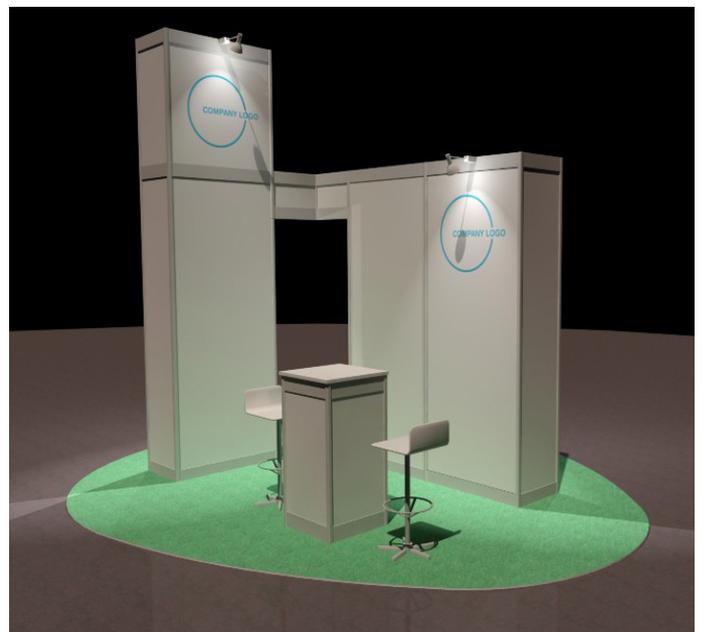
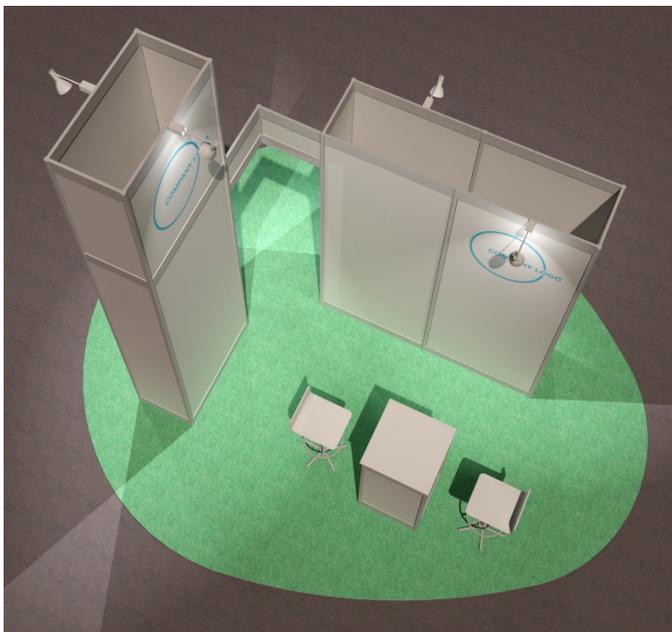


3 Clever

BOOTH DESIGNS

BASIC MAXI 1

2-panels structure



3 x 3 m, 1 display with top, 2 stools, carpet, 1 paper basket

White wall elements, 100x250 cm in 2 sections with one heightened element of 100x100 cm (total height: 350 cm)

2 company logos and one stand number on wall

**NEW
ALL-INCLUSIVE
PACKAGE**

Electrical package :

2 spotlights on rail, 1 spotlight on arm, 1 extension cord

1 main connection 1Kw and Consumption

Additional Benefit: Your company's logo along with your summary in the on-site Exhibition Guide

one (1) full meeting registration (value € 2'060)

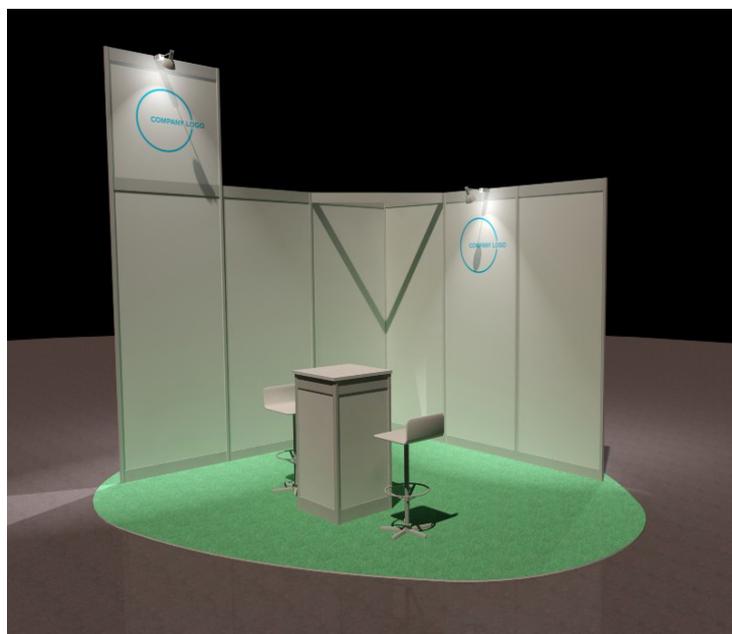
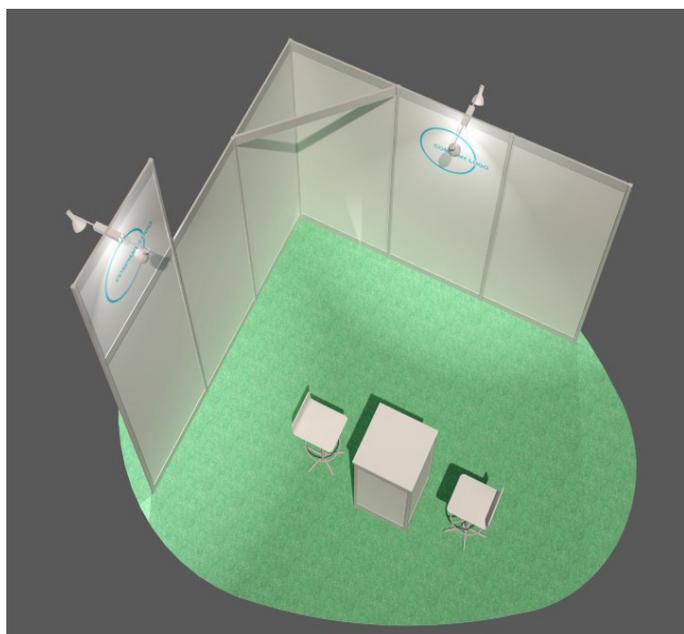
up to three (3) exhibit booth personnel registrations (includes refreshment breaks, lunches and receptions)

3 Clever

BOOTH DESIGNS

BASIC MAXI 2

Corner wall structure



3 x 3 m, 1 display with top, 2 stools, carpet, 1 paper basket

White wall elements, 100x250 cm in corner setup with one heightened element of 100x100 cm (total height: 350 cm)

2 company logos and one stand number on wall

**NEW
ALL-INCLUSIVE
PACKAGE**

Electrical package :

2 spotlights on rail, 1 spotlight on arm, 1 extension cord

1 main connection 1Kw and Consumption

Additional Benefit: Your company's logo along with your summary in the on-site Exhibition Guide

one (1) full meeting registration (value € 2'060)

up to three (3) exhibit booth personnel registrations (includes refreshment breaks, lunches and receptions)

BASIC MIDI



3 x 2 m, 1 table round, 2 chairs, carpet, 1 paper basket

**NEW
ALL-INCLUSIVE
PACKAGE**

Electrical package :
1 main connection 1Kw and Consumption

Additional Benefit: Your company's logo along with your summary in the on-site Exhibition Guide

one (1) complimentary full meeting registration (value € 2'060)

one (1) exhibit booth personnel registration (includes refreshment breaks, lunches and receptions)

BASIC MINI



2 x 2 m, 1 table 150 x 80 cm, 1 chair, carpet, 1 paper basket

Additional Benefit: Your company's logo along with your summary in the on-site Exhibition Guide

one (1) exhibit booth personnel badge (includes refreshment breaks, lunches and receptions)

A-Z GENERAL INFORMATION

ALTERATION TO EXHIBITION LAYOUT

Unforeseen circumstances may occur which necessitate an alteration in the layout of the Exhibition floor plan which Exhibitors will of course be informed of. The Organisers cannot be held liable for any detriment that this may cause the Exhibitor.

AUDIO VISUAL

Gielissen Exhibitor & Event Services can supply a variety of equipment for hire during the Exhibition. Please note that volume must be kept to a level that does not disturb other exhibitors. DIA reserves the right to restrict the frequency and/or cancel demonstrations if they are felt to be a nuisance to other exhibitors. Please visit the online web shop for more information.

BADGES AND PASSES

Build up/Breakdown Passes - these will be available at the DIA Exhibitor Query Desk to stand personnel and contractors who are working on the construction or dismantling of stands. These passes are valid during Build up and breakdown periods only and will not allow access during the open days of the exhibition

EXHIBITOR AND BOOTH PERSONNEL BADGES

For security reasons all exhibitors will be required to wear these badges during the open days of the exhibition. Please complete the exhibitor and booth personnel registration forms and send to DIA Europe by the 1 March 2016 at the latest, to be included in the Attendee List.

An administrative fee of €30 per badge will be charged for all onsite registrations.

Confirmation letters with bar code will be emailed to you prior to the exhibition. Take this confirmation letter with you to scan upon your arrival at the scan-and-go desks situated in the registration area. You are requested to wear your badge at all times.

If you have any queries or require more information contact: emea.exhibition@diaglobal.org

BALLOONS

The sale or distribution of gas-filled balloons at CCH Congress Center Hamburg is not permitted. Exhibitors will be responsible for any costs incurred for removal of balloons from the ceiling and any damage they may cause.

BANKING

ATM machines are located in the nearby train station .

BUSINESS EQUIPMENT/ SERVICES

Computers/ printers are available for hire from Gielissen Exhibitor & Event Services. Please visit the online web shop for more information.

BUILD UP

Please see the schedule on page 14. Please note that from 11:00, Tuesday, 5 April 2016 you are only allowed to work within your stand space as gangway cleaning will commence. All empty crates/boxes/stand materials must be removed from gangways by 11:00 on Wednesday, 6 April 2016. Build up and tear down passes can be picked up at the Exhibitor Registration desk.

Space Only Stands - access will not be permitted before 15:00 on Tuesday, 5 April 2016 to allow for stand mark out, electrical installation and container goods delivery. If you have special requirements and need more time to build your booth, please contact DIA EMEA to discuss. Please ensure that construction to your stand starts as soon as possible after this time - see section SPACE ONLY Sites for all rules and regulations regarding Space Only stand construction.

Shell Scheme Exhibitors - access will not be permitted before 15:00 on Tuesday, 5 April 2016 to allow for stand construction, electrical installation, furniture delivery etc.

If stands are not completed in the specified time DIA, is entitled to refuse exhibits without incurring any liability. All work must be completed by 11:00 on Wednesday, 6 April 2016 to allow for stand and gangway cleaning.

Please ensure that your stand personnel and contractors are aware of these times and plan accordingly as no extension to these working hours will be permitted.

DIA may dispose of an exhibitors stand space without further notification or formal notice of default if they have failed to meet their obligation to pay the organisers on time.

It is possible to arrange onsite lifting assistance through **EFI Logistics**, the official freight handling/heavy lifting contractor. Please see section FREIGHT FORWARDING/LARGE & HEAVY EXHIBITS for more information.

If lifting assistance is required you must order this in advance to ensure that the required labour/equipment is available and best rates are received.
Contact: Jake Head Email: jake.head@efilogistics.com, Tel.: + 44 (0) 1444 871314 | Fax: + 44 (0) 1444 237749
Exact build up guidelines will be distributed immediately prior to and during the event.

Please note: No children under the age of 18 are permitted in the building during build up and breakdown periods.

BREAKDOWN

Removal of goods/displays and dismantling of stands may only begin after the close of the Exhibition. Please do not remove your exhibits or dismantle your stand until after 16:30 on Friday, 8 April 2016

Absolutely no dismantling/tear-down of booths will be permitted before the specified adjournment of the trade show portion of the meeting. This is disruptive and dangerous to attendees and other exhibitors. Penalties will be imposed on any exhibitor who does not abide by this policy and will affect the exhibitor's ranking in the booth selection process as well as the possibility of exhibiting at future meetings. We recommend you book your travel arrangements accordingly.

Please remove personal effects or small and valuable items from your hired furniture and stand as soon as the exhibition closes at 16:00 to prevent any losses or damage during the breakdown period.

Shell Scheme Exhibitors must remove all personal materials by 18:00, Friday, 8 April 2016.

All Stand space only must be removed by 23:00, Friday, 8 April 2016

Any items left on your stand after this time will be considered as rubbish and disposed of accordingly. Exhibitors will be charged for this waste removal. The operation to return empty packing materials (if previously stored with EFI Logistics) will commence approximately 30 minutes after the Exhibition closes.

PLEASE NOTE THE FREIGHT COLLECTION DEADLINE IS 20:00 ON FRIDAY, 8 APRIL 2016. YOUR TRANSPORT MUST BE ON SITE BEFORE THIS DEADLINE.

Exact Build Up guidelines will be distributed immediately prior to and during the event.

Please be aware of your exhibits during breakdown as this is a vulnerable time for any items left unattended. Take particular care of handbags, laptop computers, mobile phones and other personal items.

If you are unclear of any aspect of the breakdown procedure please do not hesitate to contact the organisers.

CAR PARKING

There is a car parking structure at CCH Congress Center Hamburg. For more information, please see the CCH Congress Center Hamburg's website. <http://www.cch.de/en/visit/travel-and-accommodation/>

Underground garage ; CCH / Trade Fair (entrance height: 1.90m) Hourly rate, with different hourly charges and maximum charges depending on the event at Hamburg Fair, about 900 spaces

CARPET/ FLOOR COVERING

There will be carpet in all booth spaces. This cannot be removed and any damage caused by the exhibitor will be their responsibility and charged accordingly. The Booth color will be grey, this may not be changed.

CATERING

Should you require to order catering from the CCH Congress Center Hamburg, please contact DIA for an order form .

CLEANING

Shell Scheme Stands will be cleaned and ready for the opening on Wednesday, 6 April 2016. Any items left in the gangways will be considered litter and disposed of accordingly. If you'd like to have your stand cleaned every evening after the closing of the conference, please order this through the webshop, this service is not included in the package. Please note that a charge will be levied to those exhibitors who leave bulky items, stand building materials or an excess of rubbish, including publications. If you expect to create a large amount of waste through stand construction etc. and require a skip please contact Gielissen Exhibiton & Event Services.

CONTRACTOR SERVICE DESKS

Gielissen Exhibition & Event Services will have their office at the entrance of the Exhibition Hall "H"
EFI Logistics will have their own service desk located at the entrance of the Exhibition Hall "H"

COURIER SHIPMENTS

Shipping exhibit material to international trade shows via courier is not recommended. Experience over many years' shows that courier companies struggle with the customs requirements and delivery demands at exhibitions.

If you do use a courier please ensure your onsite personnel have the following information with them to enable them to track your shipment:

- Name and local contact number of courier company
- Tracking number / airbill number of shipment

EFI Logistics is the official freight forwarding agent for the DIA 28th ANNUAL EUROMEETING and can assist in planning the collection and shipment of your Exhibition material. Please see DELIVERIES AND HANDLING in this section for more information.

Contact: Jake Head : jake.head@efilogistics.com

Susan Barton : susan.barton@efilogistics.com

Tel.: + 44 (0) 1444 871314 | Fax: + 44 (0) 1444 237749

NB: EFI Logistics cannot track or trace shipments outside their freight system

CUSTOMS CLEARANCE IN HAMBURG

EFI Logistics is the official customs broker for the DIA 28th ANNUAL EUROMEETING 2016.

Detailed instructions for shipping and forwarding will be issued to all Exhibitors with precise instructions to facilitate entry to Hamburg and forward carriage to the venue. Please make sure these instructions are copied to any sub contractors or associate companies taking part.

For more information see DELIVERIES AND HANDLING in this Section for more information or contact:

Jake Head : jake.head@efilogistics.com

Susan Barton : susan.barton@efilogistics.com

Tel.: + 44 1444 871314 | Fax: + 44 1444 237749

DELIVERIES & ON SITE HANDLING

Please direct all freight enquiries to the official freight contractor:

EFI LOGISTICS

Unit 1 Mid Sussex

Business Park, Folders Lane East, Ditchling Common

West Sussex

BN6 8SE

United Kingdom

Tel.: + 44 1444 871314 | Fax: + 44 1444 237749

www.efilogistics.com

SHIPPING, CUSTOMS AND FREIGHT HANDLING SERVICES

DIA has appointed EFI Logistics to provide all freight related services for the event.

EFI will provide complete door to stand transport and logistics services.

SERVICES AT THE EXHIBITION CENTRE

EFI is the only company permitted to operate services at the venue for the 28th ANNUAL EUROMEETING . These services include

- Operation of an advanced receiving warehouse for the EuroMeeting
- Marshalling of vehicles, including self-propelled exhibits, from arrival at the CCH Congress Center Hamburg
- Unloading and movement of freight into the venue for the EuroMeeting
- Removal, storage and return to stands of all empty packing material
- Operation of in-show storage of materials for daily delivery to stands during the show
- Handling of courier deliveries made to the venue during the EuroMeeting
- Movement of freight from stands and loading out of the venue

CUSTOMS CLEARANCE OF SHIPMENTS FOR DIA'S 28TH ANNUAL EUROMEETING

EFI Logistics and their appointed agents are the only company approved by DIA to provide customs clearance, transfer to the venue and re-export services. These services include:

- Customs entry of shipments for the EuroMeeting arriving in Germany from outside the European Union (EC)
- Provision of a temporary import customs bond for the duty and tax free temporary admission of displays and exhibits for the EuroMeeting
- Transfer of shipments from port or airport of arrival to CCH Congress Center Hamburg
- Re-export of TIB goods after the close of the EuroMeeting to clear all bonds

ADDITIONAL FREIGHT SERVICES FROM POINT OF ORIGIN

Exhibitors can book door to stand transport services direct from EFI Logistics.

These services include:

- International transportation, door to stand, from any worldwide location
- Small parcel express services – National, European or International
- Full load CCH Congress Center Hamburg service from all continental European cities
- Groupage/ small shipment service from all continental European cities

All services must be booked in advance. Use the enclosed order form or book on line at www.efilogistics.com

DILAPIDATIONS

Exhibitors are liable for any damage they may cause to buildings, floors, walls, and columns or to any shell scheme equipment or any other Exhibitor's property. Exhibitors are also responsible for any damage caused by their agents or Contractors.

No Exhibitor may apply paint, lacquer, adhesives or coating to the building or shell scheme or drill holes into the floor.

The organisers will inspect every site before erection and after dismantle of the stands and any damage caused will be charged directly to the exhibitor. This includes a charge for removing any carpet tape or heavy building waste left behind. Skips for the removal of heavy building waste can be hired from Gielissen Exhibiton & Event Services.

DISABLED PERSONS

Disabled persons must be afforded the same opportunities as able-bodied persons - this includes the ability to attend exhibitions and view exhibits. Please ensure your stand is easily accessible to visitors in wheelchairs e.g. by providing ramps in platform floors. Wheelchairs are available on request and disabled toilet facilities are also available in the CCH Congress Center Hamburg.

ELECTRICAL REGULATIONS

For safety and liability reasons the installation of electrical power onto stands may only be undertaken by Gielissen Exhibiton & Event Services, the official electrical Contractor, who will ensure that all connections are verified as safe before being energized. The electrical facilities in the Hall are subject to Regulations of CCH Congress Center Hamburg .

Exhibitors/Contractors should ensure that all power tools are battery operated or 230/400 volts CTE or lower or by exception, where mains voltage has to be used, the equipment is in all cases protected by a residual current circuit breaker. Necessary transformers must be provided to supply this equipment.

Extension leads required must be used on the reduced voltage side of the supply. All electrical equipment must be suitable for use with the local venue supply.

Exhibitors/Contractors are required to provide their own extension leads and adaptors and are responsible for them being properly wired and electrically tested.

All electrical equipment and extension leads used must have been subject to combined inspection and test by a qualified electrician, including insulation and earth bonding tests. Inspected equipment must be clearly labeled with inspection labels.

Any electrical equipment on the stand must be in sound condition with live conductors enclosed and inaccessible and cables properly protected against damage. Due diligence must be taken by the Exhibitor/Contractor to avoid the venue's electrical system being overloaded due to the actions of the Exhibitor/Contractor. Where an electrical installation is being wired or installed on site by the Exhibitor, such work must be undertaken by a qualified electrician in accordance with local wiring codes. The Organisers reserve the right for the official electrical contractor to inspect or test any such wiring or installation and to disconnect if it is not properly installed and safe. Such inspection costs will be charged to the exhibitor.

Exhibitors/ Contractors are not permitted to carry out work on the venue's electrical installation without written permission from the venue.

The Organisers reserve the right to remove or disconnect any electrical equipment which appears defective or has inadequate evidence of electrical inspection.

The power supply offered by the venue is three phase.

Please ensure you order a sufficient number of sockets to prevent overloading. If you require 24 hour electricity supply please order this separately.

Electricity supply is brought to the stands from the ceiling and therefore it is not possible to install or alter mains connections after stand construction has commenced. We therefore request that you closely observe the deadline date for ordering electrical connections. Electrical connections must be kept accessible at all times. Where necessary, openings must be made in the stand ceilings and or floors to provide access to these facilities.

All Electrical information and ordering of the electrical main connection can be found in the webshop; <http://gees.gielissen.com>

FIRE REGULATIONS

Exhibitors must adhere to the Regulations of the Local Authority CCH Congress Center Hamburg and Gielissen Exhibiton & Event Services. All materials used in the building, decoration and coverings of stands must be of approved non-flammable materials. No explosives, inflammable fluids or combustible materials may be used on any stand or stored within the venue.

All Space Only stand designs must be approved by the Organisers before construction can take place – see also SPACE ONLY STANDS in this section.

FLOOR LOADINGS

Heavy loads should be equally distributed. Please avoid placing heavy loads directly onto service duct covers. If you have any heavy loads entering the Exhibition Hall please see DELIVERIES AND HANDLING in this Section or contact Jake Head at EFI Logistics on email

jake.head@efilogistics.com for more information.

FLORAL & PLANT HIRE

Gielissen Exhibiton & Event Services is the appointed floral contractor and can supply a variety of floral features for hire during the Exhibition. Please visit the online web shop for further details.

FREIGHT FORWARDING

DIA has appointed EFI Logistics as the sole official freight forwarding agent, customs broker and lifting contractor for this event. No other freight company will be authorized to operate at the venue/ within the hall for this event. You are strongly advised to dispatch goods via EFI as they will be the only operators capable of tracking and tracing shipments on site. Please refer to the order form and shipping instructions in this manual.

*** Remember to negotiate rates with EFI before the show and book services in advance: late orders will be charged at the full tariff rate, regardless of volume.**

* Please see DELIVERIES AND HANDLING in this Section or contact Jake Head at EFI Logistics on email:

jake.head@efilogistics.com for more information.

Please note: if you choose not to ship with or consign your freight to EFI or their appointed agents EFI will be unable to help should your shipment not arrive/ become delayed for any reason.

FURNITURE

Gielissen Exhibiton & Event Services is the appointed furniture Contractor and can supply a variety of furniture and accessories for the duration of the exhibition. If you cannot find the items you require can be found on the webshop please contact euromeeting@gielissen.nl and they will do their best to accommodate you.

GANGWAYS

The exhibition gangways are the minimum permissible and have been subject to approval by the CCH Congress Center Hamburg and Local Authority. Certain gangways have been identified as Emergency Gangways for the build up and breakdown periods. During build up/breakdown it is not permitted to work in the exhibition gangways – you must remain within the perimeter of your stand. All gangways must remain clear at all times. Exhibits must be displayed in such a way as not to obstruct the view of the exhibition area of adjacent stands and must remain within the confines of contracted stand areas.

GAS

The use of compressed/pressurized gases is forbidden in the Exhibition Hall.

GENERAL LIGHTING

General lighting is evenly distributed throughout the Exhibition Hall.

HEIGHT LIMITS

Shell Scheme Stands - please note is not possible to erect anything higher than 2.5m within a shell scheme stand without prior arrangement with the Organisers due to the position of the ceiling grid and fascia.

Space Only Stands - please note that the maximum permissible stand construction height without structural engineer approval is 2.5m from floor level. You are not allowed to build over this height without advance permission from the Organisers. If you are a space only site and would like to incorporate some build over 2.5m high please contact DIA Europe for approval.

INTERNET CONNECTIONS

Free WiFi will be available in the exhibit hall and designated areas, if you need to order a higher wireless or cabled internet connections please refer to the online web shop for more information or contact Gielissen Exhibition & Event Services : euomeeting@gielissen.nl

LARGE/HEAVY EXHIBITS

If you plan to exhibit a large or heavy piece of equipment, please contact EFI Logistics at the earliest time as there are weight limitations at CCH Congress Center Hamburg. EFI will schedule move-in and move-out of any large and heavy exhibits. See DELIVERIES AND HANDLING in this Section or contact: Jake Head Email: jake.head@efilogistics.com on Tel.: + 44 1444 871314 or Fax: + 44 1444 237749

LIFTING & HANDLING ON SITE

EFI Logistics are appointed as the sole official on site lifting and handling Contractor. All lifting on site must be done directly by EFI Logistics. For further information please refer to DELIVERIES AND HANDLING in this Section and EFI's online order form or for more information contact: Jake Head Email: jake.head@efilogistics.com or Tel.: + 44 1444 871314

LOCATION MAP

A location map of CCH Congress Center Hamburg can be found on page 34 of this manual.

LOST PROPERTY

Any items lost/ found should be reported to the DIA query desks located in the Entrance Hall

PUBLIC ANNOUNCEMENTS

The public address system is reserved for organisers announcements, police and security messages only. It cannot be used for messages from exhibitors or visitors during the show.

REGULATIONS

By virtue of the agreement between the exhibitor and the organisers, exhibitors commit themselves to strict compliance with all regulations of the organisers, CCH Congress Center Hamburg, the Local Authority and Local Fire Brigade.

REMOVAL OF EXHIBITS

The deadline for goods collection is 20:00, Friday 8 April 2016. Your freight/courier company should be made aware of this deadline.

Anything left in the Exhibition Hall after this time will be removed without notification and storage or disposal fees will be incurred. The organisers are not responsible for any items left in the Exhibition Hall.

If you have any problems with your goods collection please notify EFI Logistics in advance so that alternative arrangements can be made. Contact: Jake Head on jake.head@efilogistics.com or Tel.: + 44 1444 871314

RIGGING

Suspension of lightweight ceilings, advertising signs, banners, light fittings or lighting bars/gantries from the exhibition hall roof is possible however permission for items to be hung from the supporting structure of the hall roof will only be granted after written request to the organisers. Items should be delivered before build up together with a submitted stand design and detailed assembly and location instructions. If permitted all rigging must be carried out by Gielissen Exhibition & Event Services . There are varying permissible loadings in the Exhibition Hall. Due to the variation and complexity of loadings it is essential that weights, heights, positions and dimensions of items to be rigged are supplied to Gielissen Exhibition & Event Services as soon as possible. Please refer to the online order form and supply all the required information so that Gielissen Exhibition & Event Services can make a correct quotation. If the information provided is not consistent with the materials brought on site any additional costs will be charged to the exhibitor. Please note that the provision of incomplete or incorrect information may lead to items not being able to be rigged on site. Visit the online web shop for detailed information.

SALES LEADS

Capture your sales leads using COVR's lead capture device, an easy to use mobile bar code scanner and receive a daily comprehensive report listing all your leads. Please see pages 42-45 for detailed information.

SECURITY

The organisers will take every reasonable precaution throughout the exhibition, however organisers security is designed to secure the exhibition hall not the contents of individual stands. Exhibitors should take care to ensure that their goods are safeguarded and should not leave their stands unattended during the build up, breakdown or open hours of the show. The organisers or the CCH cannot be held responsible for any loss, damage or accident that may occur to any exhibitors property or personnel therefore exhibitors must arrange full insurance cover. Additional individual security can be ordered from Gielissen Exhibition & Event Services, via the online Webshop.

SHELL SCHEME EXTRAS

Additional items such as shelves, cupboards and extra panels to upgrade shell scheme stands may be ordered from the online shop.

SHELL SCHEME INTERIOR

All interior stand fittings must be contained within the shell stand structure. Please do not nail, screw or staple anything to the shell scheme walls. Lightweight displays can be attached to the shell scheme panels using only the double-sided tape provided by Gielissen Exhibition & Event Services, via the online Webshop.

If you have any heavy display requirements please contact Gielissen Exhibition & Event Services, who will be able to give you more detailed advice.

Exhibitors are liable for any damage caused to buildings, floors, walls, and columns or to the shell scheme panels. Damaged shell scheme wall panels will be charged for at the full replacement value, not the hire value. Exhibitors may not apply paint, lacquer, adhesives or coating to building, walls, columns, floors or panels. No bills, signs, floor coverings or other articles should be pasted, nailed, taped or otherwise attached to the walls, floors, ceilings, columns, partitions, panels or trim. Panels cannot be painted. A comprehensive range of fixing components is also available for hire.

SMOKING

Smoking is prohibited inside CCH Congress Center Hamburg and is only permitted in the designated smoking areas located outside the CCH. Please ensure all your stand personnel are aware of this regulation.

SPACE ONLY STANDS

The regulations of the organisers and CCH Congress Center Hamburg contained within this Manual must be observed when planning stand designs. It is the responsibility of Space Only Exhibitors to examine, or cause to be examined, the site allocated to you in order to avoid costly adjustments to stand structures on site as minor obstructions or reduced headroom (for which the Organisers can accept no responsibility) cannot always be indicated on the Exhibition floorplan.

If you do not wish to book a shell scheme stand it is your responsibility to design and construct your own stand - Other items listed in the package will still be made available (lighting, table etc). In case these items are not needed, please notify Gielissen Exhibition & Event Services. You may use a contractor of your choice for the design and construction of space only stands and interior fittings for shell scheme stands however, DIA Europe must give final approval to any contractors appointed by exhibitors before they commence building on site. If you haven't chosen a stand builder for your space only stand, Gielissen Exhibition & Event Services can also provide you with a quotation for your space only stand. If you are curious what they can do for you, please contact Owen Barendregt owen.barendregt@gielissen.nl or +31 30 581 1411. It is the responsibility of the exhibitor to ensure their contractors are properly accredited with regards to health & safety, workmanship, service and business practice. It is also the responsibility of the exhibitor to ensure that their contractors adhere to all the rules and regulations stipulated in this manual.

All stands are required to be structurally stable. The maximum height of stand fitting for single storey stands (including stand fitting, cladding of columns, branding, platforms) without structural engineer approval should not exceed 2.5m from floor level. The minimum height for dividing walls is 2.4m. Stand designs for single storey stands up to 2.5m must be submitted for approval by the organisers. Please send these designs to emea.exhibition@diaglobal.org as soon as possible so that permission may be obtained for your stand construction.

STAND ASSEMBLY & DISMANTLING

Exhibits and stand equipment which are not permitted or are a nuisance due to odour, insufficient cleanliness, noise or any other reason must be removed immediately if the organisers so request. If the Exhibitor refuses to remove such objects the organisers are entitled to close the stand. The exhibitor shall have no right to claim refund of the stand rental or to any other claims as a result of closure.

Clearing of the stand before the official deadline is not permitted. The organisers reserve the right to charge storage fees for exhibits/stand fittings which have not been removed by the deadline and are furthermore entitled to have such exhibits/stand fittings removed and stored immediately by a suitable contractor at the expense and risk of the exhibitor. A charge will also be levied to exhibitors who leave bulky waste items or an excess of rubbish, including publications.

The Exhibitor is not entitled to remove exhibits from the stand or to begin dismantling the stand until the official period for dismantling commences.

It is not permitted to affix floor coverings by bonding or to paint hall walls, pillars or any other parts of the halls. If this rule is not observed the walls, etc. will be restored to their original condition by a contractor (to be selected by the venue) at the expense of the exhibitor.

Drilling or shooting-in of bolts as well as the hammering of steel nails, dowels etc. into floors, pillars, ceilings and walls is not permitted either. Identification signs or similar objects may not obstruct public gangways. Stand boundaries must be observed. All junction boxes, water connections, temporary telephone connections and other technical facilities in the halls must be kept accessible at all times. Where necessary, for safety reasons, openings are to be made in the stand ceilings and/or floors for access to these connections.

STORAGE

There is no storage space available within the exhibition hall for exhibitors unused goods and packing boxes. Anyone wishing to arrange storage should contact EFI Logistics using the online order form or contact: Jake Head : jake.head@efilogistics.com

Susan Barton : susan.barton@efilogistics.com

Tel.: + 44 1444 871314 | Fax: + 44 1444 237749

It is forbidden to store exhibits or materials between or behind stands due to the risk of fire.

TELEPHONES

Temporary telephone and fax lines are available for hire. Visit the Online Web Shop for more information or contact Gielissen Exhibition & Event Services.

TEMPORARY STAFF

Temporary staff are available for hire subject to availability and requirements. Contact Gielissen Exhibition & Event Services for more information.

TRAFFIC REGULATIONS

In order to ensure efficient delivery to the Exhibition Hall and an orderly flow of traffic during the build up / breakdown CCH Congress Center Hamburg traffic regulations must be strictly observed. All vehicles must leave the loading area as soon as they have unloaded. Access for Emergency Vehicles must be left clear at all times. Any vehicles parked in the loading bays will be towed away without warning at the owners' expense.

If you have any questions about your deliveries please contact

Jake Head : jake.head@efilogistics.com / Susan Barton : susan.barton@efilogistics.com

Tel.: + 44 1444 871314 | Fax: + 44 1444 237749

WASTE MANAGEMENT & REMOVAL

In order to reduce the volume of overall waste we urge all exhibitors/contractors to maximize their efforts to re-use and recycle materials where possible. All effort should be made to minimize waste.

Space Only Stands: All waste including exhibits, literature, stand fitting materials, carpets and carpet tape adhesive when not provided by Gielissen must be cleared from the exhibition hall at the end of the event. Waste removal is not free of charge and must be ordered separately.

Stand areas must be left completely empty in the condition that they were provided.

Shell Scheme Stands: All exhibits, publications, promotional items etc. must be cleared from the exhibition hall. Rubbish bags can be purchased from Gielissen for this.

A charge will be levied to any exhibitor or contractor who leaves bulky items or an excess of waste, including publications, on their stand at the end of the event. Skips for the removal of heavy building waste can be hired from Gielissen.

WIRELESS INTERNET

Free access to the Internet for non-urgent use and as a means to engage your audience.

Please note: If you depend on an Internet connection (for presentations, or other important business-critical applications), we recommend a wired Internet connection. Please refer to Internet Connections in the online webshop for more information or contact Gielissen Exhibition & Event Services.

BOOTH PERSONNEL ONLINE REGISTRATION INFORMATION

REGISTER YOUR BOOTH PERSONNEL ONLINE

We are encouraging you to use our online system in efforts to GO GREEN to manage your booth staff registrations. We still have the registration form available on the next pages, which you can email or fax back to us. Even if you do submit the PDFs for your booth staff, you will still be able to use the new online system to make changes to your Personnel and see who is registered. Please note that if you are upgrading to a full-registration and or adding additional booth personnel or registering for a Tutorial, you will need to use the manual forms.

Visit the Manage [My Exhibits](#) page on our web site:

- Login with your User ID and Password (this will be contact person named on the application form)
- Select the appropriate exhibit/company from the table (if more than one)
- Add the staff members you need to register(either full meeting or exhibit booth personnel).
- The system will keep track of how many of each type you have available based on your booth size and additional marketing products ordered.
- You may make changes at anytime by logging in and switching and/or removing registrations.

Please Note: Only your User ID (the Registered contact person will be able to access this) has access to Manage My Exhibits for DIA 28th Annual EuroMeeting .

If you have forgotten your DIA User ID and Password, or this is your first time logging into the DIA website, please use our Login Reminder on the Login Prompt.

For your reference, a **step-by-step** guide is also available with screen shots for reference should you need it.

**THE REGISTRATION DEADLINE FOR INCLUSION IN THE ATTENDEE LIST IS 1 MARCH 2016.
PLEASE REGISTER YOUR STAFF MEMBERS BY THEN!**

ADDITIONAL REGISTRATION RATE INFORMATION

Additional registrations are available!

Additional Booth Personnel Badge(s).....	€ 500
Upgrade to Full Meeting Registration	€ 800

Invite your clients and local prospects to visit you at your booth!

Exhibit Hall Only Badge Wednesday, 6 April 2016 - incl. F&B and Opening Reception	€ 150
Exhibit Hall Only Badge Thursday, 7 April 2016 - incl. F&B and Networking Reception	€ 100
Exhibit Hall Only Badge Friday, 8 April 2016 - incl. F&B	€ 100
Exhibit Hall Only Badge Full Conference, 6-8 April 2016 - incl. F&B and Receptions	€ 300

** All Fees are subject to 19% German VAT.*

DIA 28th Annual EuroMeeting

EXHIBITOR FULL MEETING REGISTRATION FORM

6-8 April 2016 | Congress Center Hamburg, Germany | ID #16101

Each 3x3m Booth includes: one (1) complimentary full-meeting registration and upto three (3) exhibit booth personnel registrations.

Each 3x2m Booth includes: one (1) complimentary full-meeting registration and one (1) exhibit booth personnel registration.

Each Tabletop Display includes: one (1) exhibit booth personnel registration.

Once you have utilised the allotted badges provided per booth, you may register additional booth personnel at a special fee. These additional registrations do NOT allow entry to the scientific sessions.

Registration deadline for inclusion in the EuroMeeting Attendee List is 1 March 2016

EXHIBITOR INFORMATION	
Title	<input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Ms <input type="checkbox"/> Mr
Last Name	
First Name	
Company	
Address	
Postal Code, City, Country	
Phone	
Fax	
Email	
Name & telephone of person to contact in case of emergency	

PLEASE NOTE: THE PART BELOW IS FOR OPTIONAL TUTORIAL ONLY

Tuesday

Tutorial Fee* € 450.00 (plus 20% VAT)

(see the advance programme for full description of the tutorials)

Please indicate the applicable tutorial number you wish to attend:

TOTAL PAYMENT DUE: €

PAYMENT METHODS

- Please charge my credit card - credit card payments by VISA, Mastercard or AMEX can be made by completing the relevant details below. Please note that other types of credit card cannot be accepted.

VISA MC AMEX CARD # _____ EXP DATE ____/____/____

Cardholder's Name: _____

Date: _____

- Bank transfers: When DIA completes your registration, an email will be sent to the address on the registration form with instructions on how to complete the bank transfer. Payments in EURO should be addressed to "Account Holder: DIA." including your name, company, Meeting ID# 16101 as well as the invoice number to ensure correct allocation of your payment. Payments must be net of all charges and bank charges must be borne by the payer.

PAYMENT DUE 30 DAYS AFTER REGISTRATION AND MUST BE PAID IN FULL BY COMMENCEMENT OF THE EVENT

Tutorial Cancellations

All cancellations must be in writing and received at the DIA Europe office by 17:00 CET on 4 March 2016 and will be subject to an administrative fee:

Tutorial cancellation fee: € 50.00.

For cancellations after this date, or if the delegate fails to attend the meeting, no refund of fees will be given and be responsible for the full registration fee.

DIA Europe reserves the right to alter the venue and dates if necessary. If an event is cancelled, DIA Europe is not responsible for airfare, hotel or other costs incurred by registered attendees. Registered attendees are responsible for cancelling their own hotel and travel reservations.

EMAIL EXHIBITOR REGISTRATION TO EMEA.EXHIBITION@DIAGLOBAL.ORG OR FAX TO +41 61 225 51 52

DIA 28th Annual EuroMeeting

EXHIBIT BOOTH PERSONNEL REGISTRATION FORM

6-8 April 2016 | Congress Center Hamburg, Germany | ID #16101

PLEASE NOTE: THIS REGISTRATION DOES NOT ALLOW ENTRY INTO THE SCIENTIFIC SESSIONS, UNLESS YOU UPGRADE !

BOOTH PERSONNEL ONE		<input type="checkbox"/> I'D LIKE TO UPGRADE TO A FULL MEETING EXHIBITOR BADGE € 800.00 (plus 19% VAT)
Title	<input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Ms <input type="checkbox"/> Mr	
Last Name		
First Name		
Company		
Address		
Postal Code, City, Country		
Phone		
Fax		
Email		
Name & telephone of person to contact in case of emergency		

BOOTH PERSONNEL TWO		<input type="checkbox"/> I'D LIKE TO UPGRADE TO A FULL MEETING EXHIBITOR BADGE € 800.00 (plus 19% VAT)
Title	<input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Ms <input type="checkbox"/> Mr	
Last Name		
First Name		
Company		
Address		
Postal Code, City, Country		
Phone		
Fax		
Email		
Name & telephone of person to contact in case of emergency		

BOOTH PERSONNEL THREE		<input type="checkbox"/> I'D LIKE TO UPGRADE TO A FULL MEETING EXHIBITOR BADGE € 800.00 (plus 19% VAT)
Title	<input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Ms <input type="checkbox"/> Mr	
Last Name		
First Name		
Company		
Address		
Postal Code, City, Country		
Phone		
Fax		
Email		
Name & telephone of person to contact in case of emergency		

EMAIL EXHIBITOR REGISTRATION TO EMEA.EXHIBITION@DIAGLOBAL.ORG OR FAX TO +41 61 225 51 52

DIA 28th Annual EuroMeeting

ADDITIONAL BOOTH PERSONNEL REGISTRATION FORM

6-8 April 2016 | Congress Center Hamburg, Germany | ID #16101

PLEASE NOTE: THIS REGISTRATION DOES NOT ALLOW ENTRY INTO THE SCIENTIFIC SESSIONS, UNLESS YOU UPGRADE !

* Registration deadline for inclusion in the EuroMeeting Attendee List is 1 March 2016.

Additional Exhibit Booth Personnel Badge Fee.....€ 500.00 (plus 19% VAT)

Number of Badge(s) requested: _____ Total payment: € _____

ADDITIONAL BOOTH PERSONNEL ONE

Title	<input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Ms <input type="checkbox"/> Mr
Last Name	
First Name	
Company	
Address	
Postal Code, City, Country	
Phone	
Fax	
Email	
Name & telephone of person to contact in case of emergency	

ADDITIONAL BOOTH PERSONNEL TWO

Title	<input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Ms <input type="checkbox"/> Mr
Last Name	
First Name	
Company	
Address	
Postal Code, City, Country	
Phone	
Fax	
Email	
Name & telephone of person to contact in case of emergency	

PAYMENT METHODS

Please charge my credit card - credit card payments by VISA, Mastercard or AMEX can be made by completing the relevant details below. Please note that other types of credit card cannot be accepted.

VISA MC AMEX CARD # _____ EXP DATE _____/_____/_____

Cardholder's Name: _____ Date: _____

Bank transfers: When DIA completes your registration, an email will be sent to the address on the registration form with instructions on how to complete the bank transfer. Payments in EURO should be addressed to "Account Holder: DIA." including your name, company, Meeting ID# 16101 as well as the invoice number to ensure correct allocation of your payment. Payments must be net of all charges and bank charges must be borne by the payer.

PAYMENT DUE 30 DAYS AFTER REGISTRATION AND MUST BE PAID IN FULL BY COMMENCEMENT OF THE EVENT

DIA 28th Annual EuroMeeting

EXHIBITOR CLIENT BADGE/EXHIBIT HALL ONLY REGISTRATION FORM

6-8 April 2016 | Congress Center Hamburg, Germany | ID #16101

INVITE YOUR CLIENTS AND LOCAL PROSPECTS TO VISIT YOU AT YOUR BOOTH!

Exhibit Hall Only Badge Wednesday € 150

(including refreshments, lunch and networking reception)

Client Exhibit Hall Only Badge Thursday.....€ 100

Client Exhibit Hall Only Badge Full Conference (Wednesday - Friday).....€ 300

* All Fees are subject to 19% German VAT.

Client badges do not grant access to scientific sessions.

The Badges can be picked up at the Exhibitor Registration Desk

These badges are intended for Clients of the exhibiting company to gain access to the exhibit hall and to meet with representatives from the exhibiting company. **Client Badges may not be purchased for employees of the exhibiting company.**

EXHIBITING COMPANY CONTACT INFORMATION

Exhibiting Company Name	
Booth Number	
Contact Person	
Email	
Number of Client Badges	
Total amount due	

CLIENT CONTACT INFORMATION

Title	<input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Ms <input type="checkbox"/> Mr
Last Name	
First Name	
Company	
Address	
Postal Code, City, Country	
Phone	
Email	

PAYMENT METHODS

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PAYMENT DUE 30 DAYS AFTER REGISTRATION AND MUST BE PAID IN FULL BY COMMENCEMENT OF THE EVENT

EMAIL EXHIBITOR REGISTRATION TO EMEA.EXHIBITION@DIAGLOBAL.ORG OR FAX TO +41 61 225 51 52

DIA 28th Annual EuroMeeting

INnovation • Do You Win by Being IN?

EVENT & MEETING SPACE APPLICATION

6-8 April 2016 | Congress Center Hamburg, Germany



Please email completed application to:
EMEA.exhibition@DIAglobal.org

If a company would like to host a hospitality function, they must follow the guidelines below:

- The company must have arranged a rental of exhibition booth for the EuroMeeting
- The company must inform DIA of any hospitality function planned.
- Although consideration will be given for small internal staff meetings of 10 or less, exhibitor hospitality events of 10 or more cannot be held during any DIA meeting sessions, scheduled exhibit hours, or social events. Therefore, the hours noted below are the only hours which are acceptable for hospitality functions:

Tuesday, 5 April 2016 All times are acceptable
 Wednesday, 6 April 2016 Before 09:00 and after 20:30
 Thursday, 7 April 2016 Before 09:00 and after 18:30
 Friday, 8 April 2016 Before 09:00 and after 17:30

APPLICATION FOR EVENT/MEETING SPACE FUNCTION	
Exhibiting Company	
Contact Person	
Address	
Phone	
Fax	
Email	
Name of venue for party or hospitality event	
Venue phone	
Venue fax	
Date of event	
Time of event	
Approximate number of participants	
Type of event	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Reception <input type="checkbox"/> Internal Business Meetings <input type="checkbox"/> Exhibit Staff Meetings <input type="checkbox"/> Other:
Additional Comments	

FOLLOWING SECTION TO BE COMPLETED BY DIA
<input type="checkbox"/> Event/Meeting Space is approved <input type="checkbox"/> Event/Meeting Space has been declined
_____ Natacha Scholl, Team Leader Operations



Shipping Instructions

DIA EuroMeeting 2016 Hamburg

EFI Customer Service Team

Tel: + 44 1444 871314

Jake Head jake.head@efilogistics.com

Susan Barton susan.barton@efilogistics.com

Internet www.efilogistics.com

EFI LOGISTICS

Shipping Instructions

DIA EuroMeeting 2016 Hamburg

INTRODUCTION

EFI Logistics are appointed as Official Freight Forwarder and On-Site Handling Contractor for the DIA EuroMeeting by the Organiser. In conjunction with our regional partners EFI will provide a total shipping, transport, customs and onsite materials handling service to exhibitors and contractors moving goods to and from Hamburg, Germany.

Shipping to this congress requires careful preparation. We strongly recommend that you read and follow these instructions carefully. If you intend to ship through your own contractor / forwarder please ensure that they have these instructions; we advise that you consign your shipment to EFI for customs clearance and delivery to the show.

We can only assist with shipments prepared and shipped in strict accordance with these instructions. Please contact the EFI DIA EuroMeeting team at any time:

EFI LOGISTICS

Tel: + 44 1444 871314

Fax: + 44 1444 237749

web: www.efilogistics.com



Contact

Jake Head

Susan Barton

jake.head@efilogistics.com

susan.barton@efilogistics.com

DEADLINES

Shipment Arrival Deadlines:

International shipments via air (LHR)	Monday 28 th March 2016
EU Roadfreight via UK Warehouse	Wednesday 30 th March 2016
EU Roadfreight direct to show site Semi Loads and Full Loads Only	Not before Monday 4 th April 2016

FREIGHT ORDER FORM

All orders must be pre-booked in advance with EFI by completing and returning the Freight Order Form. **The Order Form must be returned by Monday 7th March 2016**; late orders are subject to additional charges.

Please indicate the service you require including specifications for your shipment. Your company details for invoicing purposes and if your company does not hold a current account with EFI Logistics credit card details must be completed. Please indicate if these are to be used for payment or as a guarantee.

LATE ARRIVAL

For shipments arriving after the above specific deadlines a late arrival surcharge of plus 50% on basic handling rate will be applied. We will make all efforts to expedite the delivery on time but no guarantee can be given.

DOCUMENTS REQUIRED

The following documents are required for all shipments from outside the EC to DIA EuroMeeting

- 1 copy of Airway Bill for airfreight shipments or T1 Document for roadfreight shipments
- 5 original of Combined Commercial Invoice & Packing List
- 1 copy of CMR
- If goods are shipped under ATA Carnet, actual Original Carnet required with + 1 Copy of Power of Attorney with company stamp and signature

DOCUMENTATION: COMMERCIAL INVOICE & PACKING LIST

Please find attached a copy of the Combined Commercial Invoice and Packing List for your use.

Please note that a separate invoice /packing list format must be used for temporary import and permanent import. It is imperative to pack and invoice separately.

While filling in the Combined Commercial Invoice and Packing List form, please take note of the following requirements:

All entries must be in English

- a) All entries must be in English.
- b) A full description of the item must be given. Brand name, model number, serial number where applicable country of origin must be given of machine, computer and hi-tech equipments.
- c) Austrian customs must be able to easily sort out which item is packed in which package, please clearly mention which items are packed in each box on the form. Any additional charges to unpack and re-pack if necessary will be passed on to the exhibitor.
- d) Each invoice /packing list must be signed and stamped
- e) Hand written invoices are not acceptable.
- f) Items with 0, - value are not acceptable. All items must state a realistic value.
- g) HTS No. /Customs Harmonized Tariff Code must be mentioned against each item
- h) All invoices must be sent to EFI in advance for checking.
- i) Alternatively ATA Carnet may be used for temporary import, please contact EFI for further details.

CASE MARKING

For easy identification of exhibits, all packages must be marked as follows:

DIA EuroMeeting 2016 c/o EFI Logistics

Name of Exhibitor : _____

Stand Number : _____

Case Number : _____

Gross/Net Weight : _____

Dimensions : _____

PACKING

Exhibitors are advised to use strong packing cases for the transportation of the exhibits which can withstand unpacking and repacking operations for return. For main exhibits bolted returnable cases should be used. For cartons of brochures and or giveaways, use pallets and shrink-wrap to secure and protect the smaller boxes. All packing from outside the EC must be ISPM15 compliant, for more information on this please visit <http://www.ispm15.com>

SHIPPING GUIDELINES

CONSIGNMENT INSTRUCTIONS

All Master Airway Bills or Non EU Truck Freight TI /CMR Documents must be consigned "Freight Prepaid" as follows. Surcharges will apply for wrongly consigned consignments. We do not accept 'Freight Collect' shipments

Consignee:

EFI Logistics
Unit 1, Mid Sussex Business Park
Folders Lane East,
Ditchling common,
Burgess Hill, BN6 8SG
Exhibitors Name
Booth No.

Please send full pre-alert in advance to jake.head@efilogistics.com

ADVANCE RECEIVING WAREHOUSES FOR EUROPEAN EXHIBITORS

Freight via UK warehouse should be sent to below address to arrive by Wednesday 30th March 2016

EFI Logistics
Unit 1 Mid Sussex Business Park
Folders Lane East
Ditchling Common
BN6 8SG
For DIA Euro Meeting 2016
Exhibitor Name
Booth No.

DELIVERIES DIRECT TO SITE PART LOAD AND FULL LOADS ONLY

Deliveries direct to site can be made, as of **Monday 4th April 2016** so we would strongly recommend use of one of the above Advance Receiving Warehouses. Direct deliveries should be addressed as below

Exhibitor Name and Booth No.
DIA EuroMeeting 2016
c/o EFI Logistics
CCH - Congress Center Hamburg
Am Dammtor / Marseiller Str.
20355 Hamburg
Germany

REMEMBER DELIVERY IS ONLY POSSIBLE DURING THE OFFICIAL MOVE IN PERIOD

RE-EXPORT

Your outbound/ return instructions must be confirmed to EFI in writing (e-mail is fine) before close of show. During move-out we will assist exhibitors with returning of empty cases, repacking, labeling and re-export. Re-export Customs formalities from London take approximately 1 week to arrange after close of show. **If you need to have your shipment exported urgently after DIA EuroMeeting please let us know before the show** so we can make arrangements in good time.

DANGEROUS GOODS

Exhibitors need to send us a special form for dangerous goods (the form will be provided upon request), and the completed forms should reach us at least 7 working days before shipment is dispatched. A separate quotation will be provided upon receiving the request. **Please note:** if shipping electrical goods via airfreight check with your carrier regarding current regulations/ restrictions on the handling of lithium batteries. These may need to be packed and shipped separately.

COURIER SHIPMENTS

We do **not** recommend the use of couriers for shipping materials to trade shows.

If you use a courier such as FedEx, UPS or TNT we **strongly recommend** you ship to the consignee as outlined in these instructions. **Remember to send EFI tracking details via e-mail.**

EFI cannot clear shipments that are not consigned to our customs broker.

If you do use a courier company please make sure you're on site representative has

- tracking details
- contact number for the local courier office

EFI are unable to assist with tracking shipments not consigned to us.

INSURANCE

It is the responsibility of each exhibitor to arrange Marine (Transport) Insurance covering transport to, from and during the exhibition. To arrange insurance via EFI simply indicate this on your order form.

PAYMENT TERMS

All invoices are payable on receipt.

If you do not have an account with EFI we request credit card details with order. We will not charge the card unless you ask us to do so. On receipt of your invoice from EFI you can either pay via bank transfer or request payment to be taken from your card.

All services must be ordered in advance using the Freight Service Order Form.

TERMS AND CONDITIONS

EFI Logistics does not accept responsibility for

- Exhibits prohibited by the organizer or Dutch Customs to be sold or displayed in fair site
- Any tax/duty for sold exhibits

All business is only transacted in accordance with our Standard Trading Conditions (BIFA 2005A). A copy is available upon request or to download at www.efilogistics.com

cmLead – Advanced Lead Retrieval for Exhibitors

ORDER

BEFORE THE CONFERENCE

- Order COVR Lead Retrieval Services through the conference website.
- You have the possibility to order the cmLead Application with an iPod Touch or an iPad.
- Your order includes the rental of a state of the art barcode scanner that can be plugged into your iPod Touch or iPad and guarantees the highest possible performance in barcode scanning.
- After receiving your order, we will send you a username & password by e-mail to login to the cmLead portal as well as an activation code to activate the cmLead app.



You will also receive a user manual with a step-by-step explanation of how to use the cmLead portal & App before, during & after the conference.

CONFIGURE

BEFORE & DURING THE CONFERENCE

- Once you are logged in to the cmLead portal, you can start setting up your qualifiers (products, services ...).
- The onsite Covr crew will make sure your qualifiers and all delegate information are available on your iPod Touch or iPad.
- Your qualifiers and delegate database will automatically be synchronized onsite. (provided the device has Wi-Fi / data access)
- Your qualifiers can be updated at any time.

SCAN & MANAGE

DURING THE CONFERENCE

- After having entered the activation code, the device is ready for use!
- No Wi-Fi / data is needed for the actual scanning onsite.
- After scanning a badge you will see all available delegate data on your device.
- If needed, you can add more data or even make changes to the presented delegate data.
- For each scan you can select your qualifiers and additional comments.
- You remain in full control of all your scanned leads.



At any moment you can display any scan you made with your device and make changes.

DOWNLOAD & EXPLOIT

- Lead data will be synchronized continuously with cmLead Server if Wi-Fi / data is available.
- At the end of the conference you return the barcode scanner as well as the iPad or iPod Touch.

DURING & AFTER THE CONFERENCE

- **Once you synchronized** all your leads with the cmLead portal you can:
 - **export them from the portal and**
 - **start using the information gathered to optimize your sales efforts.**
- Your lead data will remain available on the cmLead portal after the conference for 6 weeks.

Terms, Conditions & Pricing

- **Order deadline** - After the ordering deadline of **18/03/2016**, COVR does not accept orders automatically but will confirm acceptance upon availability. For confirmed orders after **18/03/2016** a surcharge of €100,00 per device will be added.
- **Rental rates** are per cmLead Set and include a high performance barcode scanner (iScan), an iPod Touch or an iPad and the cmLead software with an unlimited number of scans.
- **Terms of payment** - Upon receipt of order, an invoice representing the total amount due (quoted prices are net excluding Belgian VAT of 21%) will be sent by COVR. Payment has to be done by credit card via Ogone after you've placed the order online.
- **Cancellation** - Orders can be cancelled until **18/03/2016** without any fees. After **18/03/2016** there is a cancellation fee of 50%.

- **Pick up/Return** — The rented equipment must be collected on **Tuesday 5 April 2016** at the exhibitors' desk in the registration area, between **12:00 – 17:00 hours** and returned on **Friday 8 April 2016**, before **13:00 hours**. Exhibitors are responsible for the proper use and safe keeping and will pay for any damage occurred during the rental.

Items failed to be returned onsite must be sent by courier to COVR bvba (Oude Tramstraat 5, 2490 Balen, Belgium) within 5 working days after the last day of conference. The cost of lost, damaged or not completely returned hardware will be €500,00 per scanner, €300,00 per iPod Touch and €1.000,00 for an iPad.

- **Data retrieval and protection**
Each lead will contain the contact information as provided by the participant or the group registration contact person on the registration form (name, full address, telephone, fax, email and lead codes). Hence the quality of the delegates' contact details – collected by the organizer - will ultimately define the value of the lead retrieval system. Neither DIA Europe nor COVR can be held liable for incorrect data.

The company renting the scanners hereby agrees to respect the data privacy policy imposed by DIA Europe. The cmLead application will however, display the available info immediately after scanning and give you the opportunity to complete the data on the spot.

- Pricing

	Orders before 28/02/2016	Orders between 29/02/2016 & 18/03/2016	Units	€ Total
Rental of cmLead software + iScan + iPod Touch	€ 450	€ 550		
Rental of cmLead software + iScan + iPad	€ 700	€ 800		
Rental of symposium scanner (2hrs rental)	€ 350	€ 450		
Cancellation fees	0%	50%	Total €	

Prices excl. 21% Belgian VAT.

Please use the following link to place your order:

<http://cmlead.cov.be/DIA2016>

Orders can only be placed online and require online credit card payment.
 After acceptance of your order, COVR will send you a confirmation and invoice.



STAY TUNED
& CHECK OUR WEBSITE FOR
THE LATEST UPDATES!

DIA DEVELOP
INNOVATE
ADVANCE

