

Exhibitor information

Apoteksforum 2019

Workman Event runs Kistamässans technical department and the supply of stand service. In this document we present all possible information before your exhibition is taking part. Think about forwarding this information if you are using stand builders.

Venue	<p>Kistamässan AB, Arne Beurlings Torg 5, 164 40 KISTA (visiting address)</p> <p>For technical questions, ordering stand service as well as exhibitor insurance: Workman Event, phone: 08-410 356 60 e-mail: monterservice@workman.se</p>
Deliveries before the exhibition	<p>NB! Kistamässan or Workman Event takes no responsibility for losses or damages on exhibitor products or items before, during or after the exhibition. <i>From Friday 22nd of November 07.15am –4pm</i></p> <p>Please write following address on items to be delivered. Apoteksforum 2019/ Your Company/ Stand number Kistamässan Vågögatan 3 SE-164 40 KISTA</p>
Moving in (Gate 2A)	<p>Monday 25th of November from 7.00am-10pm</p> <p>For machinery and material that weighs more than 1000 kg, a forklift service must be booked a minimum of a week in advance. Carpets will be laid out in all aisles during the last day of construction. All the public areas must be kept clean from exhibitor items, waste material and packaging from 5 pm on this day to facilitate this. Regarding additional time for stand construction, please contact: Claudia Long, +46 (0)8 551 063 66, Claudia.Long@workman.se</p> <p><u>Please note that the work electricity is only permitted at additional moving in time! 10A/230V is ordered separately to an extra cost.</u></p>
Opening hours	<p>The exhibition is open for visitors: Tuesday 26th of November 10am-5pm, followed by mingle until 7pm Wednesday 27th of November 9am-4pm</p> <p>You as an exhibitor have access to the hall area from 7am on Tuesday and from 8am on Wednesday. The hall area has to be cleared 1 hour after the exhibition has closed, i.e. 6pm on Tuesday.</p>
Moving out	<p>Wednesday 27th of November 4.30pm-10pm</p> <p>NOTE! All goods stand must be packed and stowed on pallets or roll cages in exposed of removal. This is a requirement because we have to move the goods.</p> <p>Starting to pack your items and moving out of the stand before 4pm the last day of the exhibition is not permitted. The stand must be staffed, until this time. If this is not followed,</p>

A penalty fee of 10 000 SEK will be charged to the exhibitor. The first 15-30 minutes after the exhibition closes, the visitors are leaving the exhibition halls – during that time are we for safety reasons, not allowed to deliver the empty packaging into the halls. Neither can we open the loading doors and gates during this time for safety reasons. The aisles must be kept free from goods and other things, so that we can begin with the goods handling as soon as the visitors has left the halls.

Transport of goods Pick up of goods, see moving out times and dates. If you would like to agree upon another time to pick up goods contact stand service on phone: +46 (0)8 410 356 60 or monterservice@workman.se. Kistamässan or Workman Event takes no responsibility for packed goods before, during or after the event. All items from the stand must be packed and picked up during the agreed times. A cost per cubic meter and week will be charged for goods that are not picked up.

The exhibitor is responsible to arrange for transport and pick up of goods.

If the goods are being asked to be delivered to the stand by the freight service, it will be charged to the exhibitor regardless of the agreement between the freight service and the exhibitor.

Technical information and fire regulations see following links.

[Fire regulation and Technical information](#)

Service A-Z

- Alcohol** Please note that alcohol found on the premises, that aren't purchased from KM restaurants, will be seized/taken care of. Swedish alcohol laws don't allow You to bring alcoholic beverages into Kistamässans premises. For further information please contact konferens@kmgrou.se tel. +46 (0)8 410 608 20
- Ceiling height** Hall 1: 6,70 m.
Hall 2: 10,00 m.
- Children** The exhibition centre during the moving in and moving out period is a place of work and forklift trucks, other vehicles and machines are in constant use. Due to children younger than 16 years are not allowed in the exhibition halls during those times. Please respect this for your children's and our truck driver's sake.
Thank you for your cooperation!
- Cleaning** The Kistamässan personnel are responsible for cleaning all public areas in the halls. **Stands that are not cleaned will be cleaned by the centre staff in the evening before opening and charged to the exhibitor.**
- Cloak room** The cloak room will be open during the fair opening hours.
- Deliveries** Packages arriving from freight companies are delivered to the stand as soon as possible after receiving it. If you're expecting a delivery please make sure to have the stand staffed. The exhibitor takes full responsibility for all items in the stand. A handling/distribution fee applies.
- Exhibitor card** In case You haven't printed them out in advance you can find your exhibitor card at the goods entrance, talk to the security guard in place. Please note that the cards are not filled in with any names. This has to be done by the exhibitor. The exhibitor card must be worn on at all times during moving in/out times and during the exhibition to be allowed entrance to the halls.
- Exhibitors Insurance** An insurance that covers material in your stand, products etc. is included in the stand price on

some exhibitions and on other **the exhibitor needs to buy insurance separately**. Please look into what is applicable at your exhibition and make sure that you have a sufficient insurance cover.

Kistamässan or Workman Event takes no responsibility for losses or damages on exhibitor products or items before, during or after the exhibition.

- Exhibitor Lounge** Entrance through the exhibition halls, on ground floor in the conference centre (E10). Open during the exhibition. A quiet place to relax and recharge your batteries.
- Fire regulations** We have a strict non smoking policy in all halls. Open fire in the halls is prohibited.
- There is an automatic fire alarm** and the facilities are equipped with sprinklers. The alarm is directly linked to the Fire department and our smoke detectors are very sensitive. **An exhibitor causing a fire emergency response by mistake will be charged any costs arising.** If the alarm is triggered a siren howls, and a spoken message in both Swedish and English, will urge everybody to evacuate the facilities – the assembly point is the big parking space next to the highway. All textiles used for decoration in the stand must be fire resistant or non-flammable. For cooking or baking in the stand sufficient ventilation must be installed. If you need advice regarding ventilation contact our Technical Department. All cars and motor cycles must be fully tanked with lockable fuel caps, and a fire extinguisher has to be available in every stand. When handling flammable liquids please contact our technical manager:
Jan Thorén, +46 (0)8 506 650 49 or jan.thoren@artexis.se
- Food Handling** If you work with food and would like to handle food in your stand you must apply for a temporary food handling permit' for the exhibition. Please contact:
Operations Manager KM Restauranger. Tel: +46 (0) 8 410 608 20, Konferens@kmgrou.se
- Food/Liquor license** All questions regarding serving of food and alcohol shall be addressed to:
Operations Manager KM Restauranger. Tel: +46 (0) 8 410 608 20, Konferens@kmgrou.se
- Goods** Goods arriving at the fair are transported to the designated booth at a cost of 250 SEK pallet and 340 SEK / long pallet. The same costs also applies to outgoing goods that are left in the booth. These costs will be charged the exhibiting companies after the fair.
- Forklift assistance can be ordered at our Service Center during the moving in period. If you want to use machines or other equipment that weighs more than 1000 kg please contact Workman Event at least one week in advance. If you need help unpacking or packing goods it can be arranged, please contact Workman Event, +46 (0)8 410 356 60, monterservice@workman.se, two weeks in advance.
[The following applies to the handling of goods at Kistamässan](#)
- Hot Work** Hot work as welding, cutting, naked flames etc. is only allowed after special permission from the Security Officer/centre management.
Contact Jan Thorén, +46 (0)8 506 650 49 or jan.thoren@artexis.se
- Increased Height** Normal construction height is 2,5 meters. Stand constructions above the normal height must be agreed upon in advance and a fee of 4950 SEK will be added on. The lights in the stands are not included. Drawings of the height constructions have to be sent to monterservice@workman.se for agreement. Constructions higher than 2,50 meter requires anchoring from the ceiling with safety wire.
- Internet** Kistamässan offers wired (LAN) and wireless (WIFI) Internet access.
- If stability and reliability is crucial, wired connection is always recommended.

Kistamässan is not liable for clients' and exhibitors' computers and/or applications.

Only network equipment provided by Kistamässan is allowed to be used. Private wireless routers, networks and other transmitting radio equipment are therefore not allowed as these may interfere with the Kistamässan's wireless network. Kistamässan reserves the right to disconnect the customer's equipment if it interferes with the in house network. Kistamässan may conduct scans of the network to detect unauthorized devices.

The wired connection should be ordered in advance and offers high capacity and reliability. The wireless network supports 802.11b/g/n. Please note that many simultaneous connections/users may affect the speed. Address allocation is through DHCP.

In case of special needs of wireless networks, Kistamässan can setup a customized wireless network according to pre-order.

For special requirements, always consult the project manager at Kistamässan.

Loading/unloading

Due to limited loading areas, access for loading and unloading is restricted to a maximum Of 30 minutes per exhibitor. The sizes of the gates are:

Gate 1A: Height 2.98 m, width 2.45 m

Gate 2A: Height 4.25 m, width 4.09 m

LPG

Exhibitors who would like to use liquefied petroleum gas (LPG) must report that in writing to Jan Thorén, +46 (0)8-506 650 49 no later than two weeks in advance to get a permission.

Main Entrance

The main entrance is only open during the opening hours of the event. Exhibitors are asked to use the goods entrance at other times.

Music

Have in mind that every exhibitor is responsible for their own music that is played in the stands. If this is the case, it has to be reported and perhaps changed according to the Swedish Tone and International Music agency (STIM), Swedish Artists and Musicians Interest Organization (SAMI) and the International Federation of the Phonographic Industry (IFPI).
Contact; STIM, +46 (0)200-11 03 01, licens@stim.se, SAMI, marknad@sami.se (if you're not a contract customer), kund@sami.se (if you are a contract customer).

Night electricity

Do not forget to order **night electricity** for fridges or freezers etc. All electricity is turned off during the night.

Painting

The stand walls are white and improved with paint between exhibitions but are not newly painted for every event. If you desire a better finish we recommend you to order painting of the walls in white or any colour or use fabric to cover the walls.

Parking

The P-tickets can be bought either for one or more days at one time, they are purchased at the ticket machines on the parking lot.

Pillars

Check the hall plans to see if there are any pillars in your stand. They are marked as red dots. They measure: 50x50 cm in hall 1 and 30x30 cm in hall 2. If that is the case you should be made aware of the possibility a pillar can be fitted with a fire extinguisher or/and water pipes. Please contact the project team for more details.

Plants

Plants are available to rent or buy. For special requests call Södertörns Växtinredning (flower distributor) on +46 (0)8 500 266 80.

Recycling in the Halls	<p><i>Recycling Stations:</i> During moving in and moving out and during the exhibitions opening hours there are two recycling stations located in the halls, see hall plans. Waste shall be separated for recycling in three different containers: Wood, Recycling paper and Miscellaneous.</p> <p><i>Rubbish bins:</i> Several rubbish bins are located in the aisles in the halls where Paper, Miscellaneous and Bottles can be disposed.</p>
Restaurant	<p>The restaurant takes orders for food and coffee tickets. These entitle the holder to collect food and coffee from all of our restaurants and cafes. Tickets are valuable documents and costs related to the ordering company.</p> <p>The last day of the fair, the tickets are returned to the restaurant where we calculate the consumption in our restaurants/cafes and cost of tickets.</p> <p>To order tickets contact: konferens@kmgrou.se, or call tel. +46 (0)8 410 608 20.</p> <p>For information regarding open hours in our restaurants and cafés, please contact konferens@kmgrou.se, tel. +46 (0)8 410 608 20.</p>
Waste	<p>Exhibitors are required to remove all waste from their stand and dispose of waste for recycling at stations provided. Please contact us if you would like to buy that service from us. There is a charge of 450 SEK/hour for cleaning a stand and 300-800 SEK/cbm for disposal of waste separated for recycling.</p> <p>The waste handling fees are in constant change and Kistamässan and Workman Event reserves the right to adjust the costs when needed.</p>
Security	<p>Kistamässan are responsible for general security and security personnel are on site.</p> <p>Kistamässan or Workman Event takes no responsibility for losses or damages on exhibitor products or items before, during or after the exhibition.</p> <p>Extra security can be booked via the technical manager at cost. Contact: Jan Thorén at least 2 weeks before hand on +46 (0)8 506 650 49 or Jan.Thoren@artexis.se</p>
ServiceCenter	<p>If you need to order any additional equipment to your stand during the moving in period you can do so at our Service Center. An additional cost of 30 (%) percent on the price will be added on orders placed later than 14 days before the first moving-in-day. Please note that we cannot guarantee that we have equipment in stock on late orders. Our Service Center staff is happy to help with every enquiry you may have regarding the exhibition and your stand.</p>
Stand	<p>Always check the size and the equipment in your stand on arrival. If there are any discrepancies please contact our Service Center. Additional orders of equipment or services will be debited to the person who has signed the original contract.</p>
Stand walls	<p>Exhibitors with open stands (open on at least three sides) are required to send in a drawing on planned wall constructions for approval by Workman Event.</p> <p>If the walls between the stands are longer than 4 meters, Kistamässan will mount support structures or extra stand walls for safety reasons. If the exhibitor want to have the safety support removed, it might be possible to replace them with for example safety wires from the ceiling, at the exhibitors expense. Constructions higher than 2,50 meter requires anchoring from the ceiling with safety wire.</p>
Storage of empty goods	<p>Storage of empty goods and packaging shall be marked with the stand number and name on a designated form. Empty goods will be stored during the exhibition at a cost of 265 SEK / cubic meter. This cost will be charged the exhibiting companies after the fair.</p>

Good luck with your exhibition!