



# EUROPEAN CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## EXHIBITOR MANUAL

# ITS: The Game Changer.

ORGANISED BY:

HOSTED BY:

SUPPORTED BY:





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22-24 MAY 2023

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# Content

<b>Key notes.....</b>	<b>4</b>
Our Sustainability Choice .....	4
Exhibitor .....	4
Promotional activities .....	4
<b>Key Contacts.....</b>	<b>5</b>
<b>Checklist.....</b>	<b>7</b>
<b>Exhibitor Registration .....</b>	<b>9</b>
➤ Exhibitor Stand Personnel Pass .....	10
Catering Options .....	11
Welcome Lunch .....	11
➤ Visitor Pass for your Network .....	12
➤ Exhibitor Full Congress Pass.....	12
ITS Dinner.....	13
Registration info desks.....	13
Exhibitor Help Desk.....	14
Constructor Registration.....	14
<b>Build-up and dismantling.....</b>	<b>15</b>
Exhibition Schedule* .....	15
Build-up and dismantling .....	15
Breakdown deadline .....	16
Exhibition Access.....	16
Parking & Arrival .....	18
Directions.....	18
Fairground overview .....	18
<b>Stand Construction Guidelines.....</b>	<b>19</b>
Obligations and Sanctions.....	19
Construction regulations.....	19



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CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

Separation walls.....	21
Heights.....	21
Materials, products, and gases strictly forbidden.....	21
Exhibition of motor vehicles.....	21
Submission of construction plans & approval.....	21
Procedure of submission.....	22
<b>NEW - Service orders.....</b>	<b>23</b>
Suppliers Appointed by Exhibitors.....	23
Electricity.....	25
Rigging and Hanging Points Orders.....	26
Water installation.....	26
Furniture.....	26
Waste removal & cleaning.....	26
Catering – Food & Beverages.....	26
Hostess Services.....	26
<b>Shipping and Forwarding.....</b>	<b>27</b>
Goods Reception.....	28
Storage.....	28
<b>Security and Emergency Procedures.....</b>	<b>29</b>
Safety & Access Control.....	29
Emergency Procedures.....	29
Security.....	29
Fire Protection.....	30
Health & Safety.....	30
<b>Accommodation &amp; Meeting Rooms.....</b>	<b>31</b>
Hotel Reservation.....	31
Meeting rooms for Satellite or Associated Events.....	31





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EUROPEAN  
CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Key notes

This exhibitor manual is to the best of today's knowledge correct and complete. The manual will be developed over the next months based on the ongoing situation and the most up to date version will always be available on the website.

### Our Sustainability Choice

The ITS European Congress Host and Organisers are conscious of the impact on the environment that our event may have. **We believe together with our exhibitors, partners, and participants we can make a difference.**

Therefore, please note that to reduce the number of materials produced, **we promote a paper-less Congress** and in this case, a full programme will not be printed. We will invite everyone to **download the App** of the Congress for the most updated information on the programme. This app will be available on App Store and Play Store a few weeks before the Congress.

A bag for paper and brochures will not be produced either. We **encourage you to focus on digital and frictionless solutions** for your visitors. Together we could minimize our impact on the environment.

During the registration process, you will also be able to compensate the carbon footprint of your individual transportation.

In case of specific questions related to sustainability, please do reach out to the organiser via email [itseuropeancongress@mailcongress.ertico.com](mailto:itseuropeancongress@mailcongress.ertico.com).

### Exhibitor

Please note that the term 'Exhibitor' describes any company or organisation that has made a successful application for space allocation in the technical exhibition to be organised in the framework of the ITS European Congress 2023, or any agent or representative acting on behalf of the exhibitor or a demonstrator.

### Promotional activities

**Use our downloadable promotional assets kit to promote your participation in the congress!**

The Congress website includes a [downloadable Promotional Assets kit](#). It can be found on the Media & Press page on the [website](#). The Congress logos, promotional banners, social media banners, and communication templates are all included in this kit.

#### **GREAT NEWS come to those who sign up!**

Stay informed on the latest Congress updates, subscribe to the [Congress Newsletter](#). For any specific questions on Marketing & Communications, reach out to the Marketing Team at [Congresspr@mail.ertico.com](mailto:Congresspr@mail.ertico.com).



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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Key Contacts

We strongly advise to keep [itseuropeancongress@mailcongress.ertico.com](mailto:itseuropeancongress@mailcongress.ertico.com) in cc in all email communication with the venue, stand services, and freight forwarder.

Conference Organisers	
<b>Exhibition Logistics Team</b> Your main contact point for logistical exhibition questions and general exhibition/congress related queries.	<b>MCI</b> Ms. Irene Sanchez Saura Phone: +32 2 320 2535 Email: <a href="mailto:itseuropeancongress@mailcongress.ertico.com">itseuropeancongress@mailcongress.ertico.com</a>
<b>Health &amp; Safety Contact</b>	Phone: +32 2 320 2535 Email: <a href="mailto:itseuropeancongress@mailcongress.ertico.com">itseuropeancongress@mailcongress.ertico.com</a>
<b>ITS Europe Congress</b> Commercial Partnership & Exhibition (Sales)	<b>ERTICO – ITS Europe</b> Mr. Jerome Buchanan Phone: +44 7901143198 Email: <a href="mailto:salescongress@mail.ertico.com">salescongress@mail.ertico.com</a>
Venue & Suppliers	
<b>Venue</b> More information on the venue <a href="#">here</a>	<b>Lisbon Congress Centre</b> Praça das Indústrias 1 1300-307 Lisboa, Portugal <a href="https://lisbonvenues.pt/en/lisbon-congress-center/">https://lisbonvenues.pt/en/lisbon-congress-center/</a>
<b>Stand Builder</b>  <b>Agence AEC</b> Could be reached for custom designed Trade Show booths construction and design  <b>Mostrare</b> Local supplier that could be reached out for designed stands for raw space bookings	<b>Antoine Essner - CEO</b> Direct Line : +33 9 72 53 99 61 / +33 6 31 17 82 93 E-mail : <a href="mailto:aessner@agence-aec.com">aessner@agence-aec.com</a>  <b>Stéphanie Le Forestier - Designer</b> Direct Line : +33 9 72 53 99 62 E-mail : <a href="mailto:sleforestier@agence-aec.com">sleforestier@agence-aec.com</a>  <b>Teresa Ramos</b> Phone: +351 211 349 380 E-Mail: <a href="mailto:teresa.amos@mostrare.pt">teresa.amos@mostrare.pt</a>
<b>Exhibitor Service</b> For any special queries regarding the Order Forms. More information on <a href="#">page 23</a>	<b>Joana Pinto</b> <a href="mailto:joana.pinto@ccl.fil.pt">joana.pinto@ccl.fil.pt</a>



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22-24 MAY 2023**

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<b>Freight Forwarder</b> More information on <a href="#">page 27</a>	<b>RANGEL</b> Helder Marques <a href="mailto:helder.marques@rangel.com">helder.marques@rangel.com</a>
<b>Catering</b> For any specific needs or questions not listed in the Order form.	<b>Inês Olivas</b> E-mail: <a href="mailto:ioliva@sccatering.pt">ioliva@sccatering.pt</a>
<b>Hostess Services</b> More information on <a href="#">page 26</a>	<b>Spring Events</b> Cláudia Carruço E-mail: <a href="mailto:claudia@springevents.pt">claudia@springevents.pt</a>
<b>Accommodation</b>	A variety of hotels ideally situated near the venue and Lisbon city centre have been selected and have offered negotiated rates for our delegates. We encourage you to book your rooms as soon as possible following the instructions on the <a href="#">Congress Website</a> .
<b>Event Registration</b>	If you have any specific questions reach our ITS-ERTICO Registration team: Phone: +32 2 320 2535 Email: <a href="mailto:registrationits@mailcongress.ertico.com">registrationits@mailcongress.ertico.com</a>

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22-24 MAY 2023

ITS: The Game Changer.

## Checklist

Key deadlines and dates to be **respected** by exhibitors

Checkbox	Deadline	Action	Contact/Link
	Early 2023	<b>Exhibitor registration</b> Use link and instructions received via email. Please register booth staff incl. hostesses.	<a href="mailto:itseuropeancongress@mailcongress.ertico.com">itseuropeancongress@mailcongress.ertico.com</a>
	15 February 2023	<b>Payment deposit (100% stand space) due</b>	<a href="mailto:itseuropeancongress@mailcongress.ertico.com">itseuropeancongress@mailcongress.ertico.com</a>
	March 2023	<b>Exclusive Exhibitor Webinar</b> – we recommend your participation	Practical information will be shared followed by Q&A session Invitation will be shared closer to the date
	Until 15 March 2023	In case of Registration <b>cancellation</b> , full amount will be refunded minus €100 cancellation fee	All registration cancellation should be sent by email to the Registration Secretariat at <a href="mailto:registrationits@mailcongress.ertico.com">registrationits@mailcongress.ertico.com</a>
	1 April 2023	Handing in your <b>stand projects for approval</b> – complex booth (e.g., larger than 50sqm)	<a href="mailto:itseuropeancongress@mailcongress.ertico.com">itseuropeancongress@mailcongress.ertico.com</a>
	17 April 2023	<b>Deadline</b> to register at the <b>Early Bird Rate</b>	Use the links sent to you by email
	Until 17 April 2023	<b>Deadline</b> to register <b>Free Exhibitor Visitor Passes</b>	Use the links sent to you by email
	From 17 April	Register at the <b>Standard Rate</b>	Use the links sent to you by email
	17 April 2023	<b>Deadline</b> to order <b>Rigging Points</b>	Any suspension/rigging from the pavilion structure requires authorisation from the <a href="#">Exhibition Logistics Team</a> and <a href="#">CCL</a> .
	17 April 2023	Handing in your <b>stand projects for approval</b> – all other booths than complex booth larger than 50sqm	All stand projects must be sent to: <a href="mailto:itseuropeancongress@mailcongress.ertico.com">itseuropeancongress@mailcongress.ertico.com</a>
	17 April 2023	Order deadline for exhibition related services through the Order Forms	





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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

	As of 17 April 2023	15% surcharge on all orders through the Order Forms	
	8 May 2023	Order deadline for <b>Hostess Services</b> through our partner Spring Events	Fill in the <a href="#">Hostess Form</a> and return signed and stamped to <a href="#">Claudia Carruço</a> .
	Until 10 May	A transfer of registration to another participant from the same company may be accommodated at the discretion of the Organiser for a EURO (€) 50.00 admin fee	Please do reach out to the registration team <a href="mailto:registrationits@mailcongress.ertico.com">registrationits@mailcongress.ertico.com</a>
	As of 17 May 2023	Register at the <b>Full Rate deadline</b>	Use the links sent to you by email
	20 May 2023	08h00 – 20h00: Build-up for raw space <b>only</b>	
	21 May 2023	08h00 – 18h00: Build-up for raw space <b>only</b> 10h00 – 18h00: Build-up for shell scheme stands	
	22 May 2023	12h00 – 19h00: Exhibition Area open	
	23 May 2023	08h30 – 18h30: Exhibition Area open	
	24 May 2023	08h30 – 18h30: Exhibition Area open 18h30 – 00h00: Dismantling	



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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Exhibitor Registration

Click [here](#) for more registration information and fees.

Confirmed exhibitors and sponsors will receive as of January a personalised email with the registration link to be used, discounts code if needed and instructions.

Exhibitors are entitled to a certain number of complimentary badges according to their corresponding packages. All badges will be assigned using the ITS European Congress exhibitor registration system.

		<u>EXHIBITION Package</u> for <u>Raw Space</u>					<u>EXHIBITION Package</u> for <u>Equipped Space</u>		<u>CO-EXHIBITOR</u> Package **	<u>START UP</u> Package
DESCRIPTION		As of 9 sqm	As of 18sqm	As of 27sqm	As of 36 sqm	As of 45 sqm	9 sqm	18 sqm	Per co-exhibiting company	Getting an allocated desk within the start-up area
Congress Website		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
App Coverage		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Floor Plan Description		Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Demonstration Area Access		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Shell scheme structure, 1 table, 2 chairs, 1 waste bin, fascia, carpeting and 1 electrical socket of 1kW		N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	N/A
1 Electricity plug, 1 stool and 1 high table		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes
Cleaning of the stand 1st day before the opening		N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	Yes
Full Exhibitor badges <b>including catering</b> (lunch and coffee breaks from Monday to Wednesday)		2	4	6	8	10	2	4	1	2
Rates *	Early Bird until 15 Dec 2022	3.915,00 €	7.830,00 €	11.745,00 €	15.660,00 €	19.575,00 €	5.050,00 €	10.100,00 €	950,00 €	1.350,00 €
	Normal Rate as of 16 Dec 2022	4.410,00 €	8.820,00 €	13.230,00 €	17.640,00 €	22.050,00 €	5.550,00 €	11.100,00 €		1.500,00 €
Exhibitor Badges <b>excluding</b> catering		Free & Unlimited								
Exhibition Visitor Access to be distributed by exhibiting companies *		Unlimited until 17 April 2023 From 18 April 75€ standard rate / As of 9 May 95€ late Rate								
Full Congress Delegate Registration		Until 17 April 895€ / From 18 April 1.100€ standard rate / As of 9 May 1.240€ late Rate								
Welcome Reception		Yes								
Farewell Reception		Yes, for exhibitor tickets with catering								
Additional catering to be purchased during registration process - from Monday to Wednesday		One day catering package: Until 17 April 75€ / From 18 April 90€ standard rate / As of 9 May 99€ late Rate Full congress catering package: Until 17 April 175€ / From 18 April 200€ standard rate / As of 9 May 225€ late Rate								
* excl applicable VAT										

\* excl applicable VAT

\* All rates are excluding applicable 23% Portuguese VAT

Conditions for exhibitors are limited to confirmed exhibitors and sponsors in order of payment

All sponsors and exhibitors must register online in advance of the event such as visitors.

Kindly note that badges are **unique and personalised** for each participant and cannot be exchanged onsite. The organisers will not accept several participants sharing the same badge. Please register all your participants accordingly.



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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

A **transfer of registration** to another participant from the same company may be accommodated at the discretion of the Organiser. All registration cancellation & transfers requests should be sent by email to the Registration Secretariat at [registrationits@mailcongress.ertico.com](mailto:registrationits@mailcongress.ertico.com).

**Cancellation & transfers conditions for delegates, exhibitors, and visitors:**

The following cancellation conditions will apply:

- **Until 15 March 2023** for any reason, the full amount will be refunded minus a €100 cancellation fee (excluding applicable VAT and excluding any and all transfer costs which shall be fully borne by the participant)
- **From 16 March 2023**, refunds are no longer possible, however transfer of registration may be accommodated (see transfers conditions)

Registrations could be transferred following the applicable conditions below:

- **Until 10 May:** a transfer of registration to another participant from the same company may be accommodated at the discretion of the Organiser for a EURO (€) 50.00 admin fee. Please do reach out to the registration team [registrationits@mailcongress.ertico.com](mailto:registrationits@mailcongress.ertico.com) who will make this discretionary decision.
- **From 11 May to Congress days:** a transfer of registration to another participant from the same company may be accommodated at the discretion of the Organiser for a EURO (€) 50.00 admin fee and only in the case that participant is unwell with COVID-19 (medical certificate would be requested), your country does not allow you to travel, or Portugal does not allow you entry. You will be expected to provide evidence in these cases.

➤ **Exhibitor Stand Personnel Pass**

	Until 17 April 2023	From 18 April to 8 May 2023	As of 9 May 2023
Exhibitor Stand Personnel Pass – <b>Excluding</b> Catering	Free & Unlimited		
Start-up Stand Personnel Pass – <b>Excluding</b> Catering	2 free passes per start-up additional badge 75€	75,00€	95,00€

*\*All rates are excluding applicable 23% Portuguese VAT*

**Exhibitor & Start-up Personnel Pass grant access to:**

- The Opening and Closing Ceremony and Plenary sessions
- The Farewell Reception on Wednesday 24 May
- To the Exhibition including access to the exhibition area 1 hour before and 1 hour after the official exhibition hours

These badges do require advance registration and badge pick up onsite at the conference venue.



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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

Exhibitor booth personnel badges grant access for the duration of the event, including access 1 hour before and after public opening hours for set-up and dismantling. For security reasons, exhibitors are always required to wear their badges. **These badges are meant to be used for your company's staff.**

## Catering Options

	Until 17 April 2023	From 18 April to 8 May 2023	As of 9 May
One Day Catering Package	75,00€	90,00€	99,00€
Full Congress (3 days) Catering Package	175,00€	200,00€	225,00

*\*All rates are excluding applicable 23% Portuguese VAT*

### Catering Full congress package includes:

- Coffee breaks on 23 & 24 May 2023
- Lunch every day
- Welcome lunch on Monday 22 May and Farewell Reception on Wednesday 24 May

### Catering One day includes:

- Coffee Breaks & Lunch on the selected day
- The Welcome Lunch (if Mon, 22 May 2023 selected) or the Farewell Reception (if Wed, 24 May 2023 selected)

*If selected, Catering of the congress (coffee breaks and lunch) will be accessible in the exhibition hall.*

Date	Time	Description
Monday 22 May	12h45 - 14h00	Welcome Lunch
Tuesday 23 May	10h00 - 10h30	AM Coffee Break
	12h45 - 14h00	Lunch break
	16h15 - 16h45	PM Coffee Break
Wednesday 24 May	10h00 - 10h30	AM Coffee Break
	12h45 - 14h00	Lunch Break
	17h45 - 18h45	Farewell Reception

## Welcome Lunch

The official opening of the exhibition halls is at 09h30 on Monday 22 May. The welcome lunch will be served from 12h45 to 14h00 by ITS European Congress to the delegates of the congress and people who have booked catering tickets only in the defined catering area in the Exhibition Hall.





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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## ➤ Visitor Pass for your Network

As Exhibitor or Sponsor to the ITS European Congress, you will be able **to invite your network** and **offer their complimentary visitors pass until 17 April 2023**. After this date Visitor pass will be charged at a discounted rate of **75€ standard rate** until 8 May and as of 9 May **95 € late rate**. An email will be sent separately to you with the process and the code to use to register. **These badges are meant to be issued to your valued customers.**

Visitor Pass badges grant access to:

- The Opening Ceremony and Closing Ceremony
- The Plenary sessions
- The Exhibition Floor and Demonstrations

## ➤ Exhibitor Full Congress Pass

Confirmed exhibitors and Sponsors benefit of **special discounted rates**. Information available [here](#)

	Until 17 April 2023	From 18 April to 8 May 2023	As of 9 may
<b>FOR EXHIBITORS and SPONSORS only</b>			
You are exhibitor or partner and want to follow the ITS European Congress Programme, you will benefit of special discounted rates			
Exhibitor Full Congress Pass	895,00€	1.100,00€	1.240,00€

*\*All rates are excluding applicable 23% Portuguese VAT*

**Exhibitor FULL Congress Badges** grant access to the scientific/education sessions as well as early access to the exhibition hall for set up/dismantle. **These badges are meant to be used for your company's staff.**

- Access to all sessions in the Congress Programme (some "associated events" organized during the Congress may restrict entry)
- Access to the Exhibition area 1 hour before and 1 hour after the official hours
- Coffee breaks on 23 & 24 May 2023
- Lunch every day
- Farewell Reception on Wednesday 24 May



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22-24 MAY 2023

ITS: The Game Changer.

## ITS Dinner

If you wish to purchase tickets to the ITS Dinner to give you the opportunity to expand your network and have **more time with the attendees**, you can do so online, via the registration link at the same time as your registration!

ITS Dinner registration fees:

ITS Dinner Tuesday 23 May 2023	Early Bird <i>Until 17 April 2023</i>	Standard Rate <i>From 18 April to 8 May 2023</i>	Full Rate <i>As of 9 May 2023</i>
ITS Dinner Ticket	115,00€	125,00€	150,00€

*\*All rates are excluding applicable VAT*

## Registration info desks

All participants must be pre-registered for ITS European Congress 2023.

Badges will be printed onsite and will not be sent per email prior to the congress. Based on the bar code you will receive per email 1 week before the congress days, you will be able to print your badge at the **self-printing stations** located at the CCL entrance in the registration area. Self-printing stations will be open on Sunday, 21 May 2023, from 15h00 to 18h00. To avoid queues, we invite you to come as of Sunday already to pick up your badge to quickly access the exhibition floor on Monday.

The registration area will be open as stated in the opening hours.

**Group Badges pick up** will be also possible on Sunday, 21 May 2023, from **15h00 to 19h00**. We invite you to reach out to ITS Ertico Registration [registrationits@mailcongress.ertico.com](mailto:registrationits@mailcongress.ertico.com) to book your slot.

**Group pickups are only possible for group bookings made via the group booking link.**

Please note that only **complete** group pick-ups are allowed. If this is not possible, we kindly ask you and the attendees of your group to come individually.

### Registration Info desk

Lisbon Congress Centre  
Praça das Indústrias 1, 1300-307 Lisboa, Portugal

### General Opening of the Registration info desks

Sunday 21 May	15:00 – 18:00
Monday 22 May	08:30 – 19:00
Tuesday 23 May	07:30 – 18:00
Wednesday 24 May	07:30 – 17:00



## Exhibitor Help Desk

The exhibitor help desk will be open & available during build-up days. Timing will be published at a later stage. A representative of the Exhibition Department will be there to support you during set-up days.

## Constructor Registration

### Set-up/Dismantling

During set-up and dismantling days, no badge will be needed to enter the venue. At the security gate you will have to mention the exhibitor that you are working for.

### Congress Days

During the congress days and/or in the event of an equipment failure (i.e., breakdown of coffee machine, lighting, etc.), your constructor should receive an exhibitor badge from your allotment. If one representative of the construction team is meant to be at the booth all day, one exhibitor badge should be used as well. All contractors who require exhibitor badges during congress days would need to proceed to the exhibition help desk located at the entrance together with exhibitor's booth personnel.





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22-24 MAY 2023

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## Build-up and dismantling

### Exhibition Schedule\*

Date	Time	Description
Saturday 20 May	08h00 – 20h00	Build-up for free build stands <b>only</b>
Sunday 21 May	08h00 - 18h00	Build-up for free build stands <b>only</b>
	10h00 – 18h00	Build-up for shell scheme stands
Monday 22 May	12h00 – 19h00	<b>Exhibition Area open</b> <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
	17h45 – 19h00	<b>Exhibition Welcome Reception</b>
Tuesday 23 May	08h30 - 18h30	<b>Exhibition Area open</b> <i>(Exhibitors have access one hour prior to/after official opening hours)</i>
Wednesday 24 May	08h30 - 18h30	<b>Exhibition Area open</b>
	18h30	<b>Closing of the Exhibition Area</b>
	As of 18h30	Dismantling until 00h00

\*Subject to change. The times indicated above should be sufficient for build-up and dismantling.

### Build-up and dismantling

Breakdown and removal of exhibits may not commence before the official closing time. Any special arrangements for build-up or break down and removal of exhibits must be made in consultation with the [Exhibition Logistics Team](#) and involves the payment of an overtime fee, according to the price list.

Exhibits must remain fully intact and always staffed. Dismantling of exhibits and removal of products or display material is limited only to published dismantling hours. The dismantling or abandonment of the exhibit will cause remedial actions by the exhibition management company. Relating costs will be borne by the exhibiting company.

Companies involved in assembling and decoration of stands are required to have a previous credential, which implies the presentation of an insurance policy for civil and professional liability, covering damage caused in the premises or to a third party and possible damage due to stoppage of CCL's activities, in the amount of 1.000.000,00 EUR.

The exhibitor is **responsible for the safety of its products, displays and stand**. During the set-up and breakdown period, no material should be left unattended at any time. It is the responsibility of each exhibitor to **leave the stand space clean and tidy** during the exhibition and after the break-down. All exhibits, displays, stand fittings and materials must be removed from the premises by the time and date stated by the Exhibition Logistics Team. The Exhibition Logistics Team can demand that exhibitors restore their exhibition area to the original condition at the exhibitor's own expense. If exhibitors **leave rubbish behind, charges will apply**. Stored materials, empty containers and packing material must be disposed of.



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## LISBON, PORTUGAL 22-24 MAY 2023

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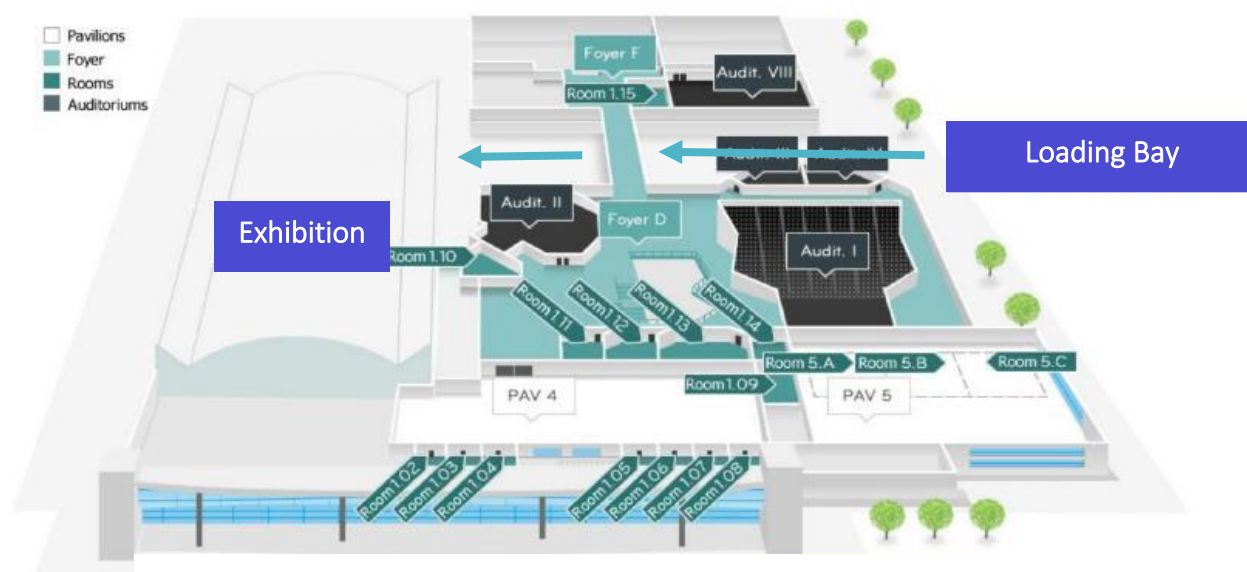
Should there be a breach of regulation on assembly and decoration of stands and/or a breach of technical nature, CCL considers itself to be authorised to carry out necessary procedures to regularise it, which may involve closing the booth. The costs resulting from this corrective action will be charge to the exhibitor/Organizer.

## Breakdown deadline

All exhibits and stand **equipment must be removed** from the halls **by 23:59** on Wednesday, **24 May 2023** and all personnel should leave the premise by **00:00 at the latest**.

## Exhibition Access

Exhibitor access (assembly, dismantling, exhibitors, organisers) is located to the east of the building (please refer to the floorplan below). Access control will be carried out at the boom barriers, no prior registration needed. **No unauthorised persons or persons without accreditation will be allowed to enter the premises.**



**Access to the halls for trucks is prohibited.** Loading and unloading of semi-trailers must be carried out outside the halls. All lifting and supply equipment must be equipped with **white rubber wheels** in order not to damage the floors of the halls. In case of support required, please reach out to the official freight forwarder, all information can be found [here](#).



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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Stand builders

You could select one of the two preferred stand builders below:

### 1. MOSTRARE

Could be reached out for designed stands for raw space bookings. You can view their work here:

<http://www.mostrare.pt/>.

#### **Teresa Ramos**

Phone: +351 211 349 380

E-Mail: [teresa.amos@mostrare.pt](mailto:teresa.amos@mostrare.pt)

### 2. AGENCE AEC

AEC agency is specialized in supporting their customers for their events, such as custom-designed Trade Show booths construction and design. You can find their brochure [here](#).

The agency operates in Europe and has at its disposal trucks, printing lab, and all the necessary equipment's in their warehouse. Website: [www.agence-aec.com](http://www.agence-aec.com).

#### **Antoine Essner** – CEO

Direct Line : +33 9 72 53 99 61 / +33 6 31 17 82 93

Main : 0033 1 34 82 51 67

[aessner@agence-aec.com](mailto:aessner@agence-aec.com)

#### **Stéphanie Le Forestier** – Designer

Direct Line : 0033 9 72 53 99 62

Main : 0033 1 34 82 51 67

[sleforestier@agence-aec.com](mailto:sleforestier@agence-aec.com)



# Parking & Arrival

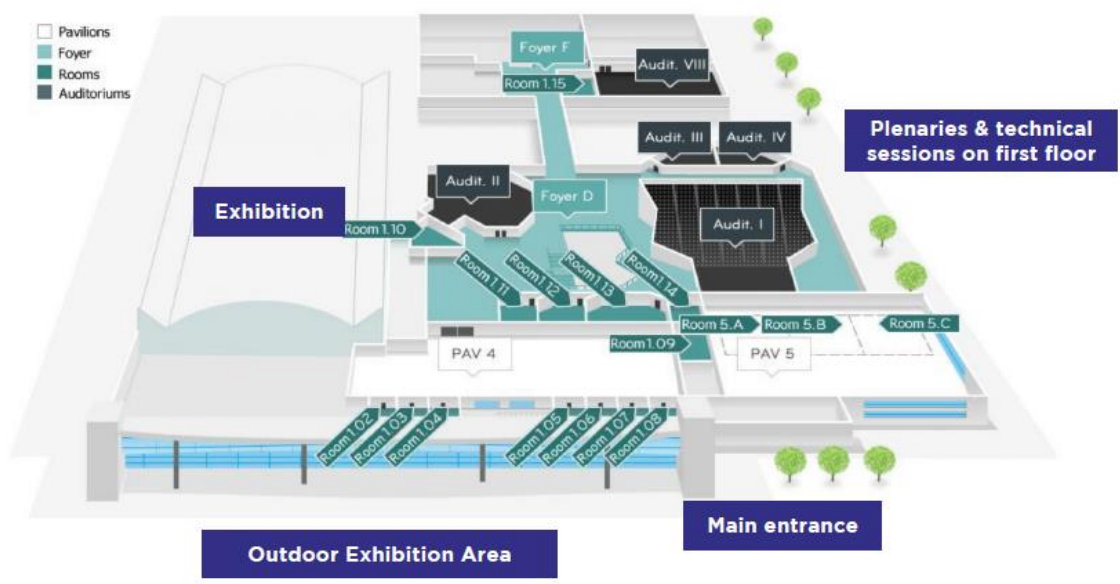
The [Lisbon Congress Centre](#) is located close to the river Tagus and the historical and cultural heritage of Belem, just a few minutes from the city centre, in a prime area with a vast transport supply.

Please find below a quick overview of your options to get there:

## Directions

	Information
Tram & bus	Consult the website <a href="https://www.carris.pt/en/">https://www.carris.pt/en/</a> and search for «Junqueira (Rua)»
Taxis	Taxis companies contacts: <ul style="list-style-type: none"> <li>• <a href="#">AUTOCOOP</a> Tel. (+351) 21 793 27 56</li> <li>• <a href="#">RÁDIO TAXIS</a> Tel. (+351) 21 811 90 00</li> <li>• <a href="#">TELETAXIS</a> Tel. (+351) 21 811 11 00</li> </ul>
Train	Lisbon Congress Center is located between Alcântara Station and Belém Station (Cascais Line). More info on the website <a href="#">CP</a> .
Car	There are two car parks close to the CCL: <ul style="list-style-type: none"> <li>• Praça das Indústrias (partially covered – 500 spaces) – consult prices <a href="#">here</a></li> <li>• Parque da Junqueira (underground - 600 spaces) – consult prices <a href="#">here</a></li> </ul>

## Fairground overview



## Stand Construction Guidelines

The exhibitors must conform to the contracted space and all display rules as outlined in the ITSEuropeanCongress2023 exhibitor manual. Any aspect that is not covered in the ITSEuropeanCongress2023 exhibitor manual is subject to approval by the [Exhibition Logistics Team](#) and the Congress Centre Lisbon (CCL).

The safety and stability of the booth construction and all used material is the sole responsibility of the exhibitor. Neither ITSEuropeanCongress2023 nor Exhibition Logistics Team nor CCL take any responsibility for any damages or accidents caused by exhibition stands. It is the responsibility of the exhibitor to have proper liability insurance.

### Obligations and Sanctions

- Stands must be open during the exhibition's opening hours, and the presence of a representative of the exhibitors must be always ensured.
- The **exhibitors are forbidden** to do the following, and contempt of this rule will lead to sanctions which can involve closing the stand:
  - Corporate advertising
  - Advertising that makes a direct comparison with third party articles and/or products
  - Distribution of flyers and/or promotion material outside their stands
  - All advertising which may in any way harm or bother exhibitors or visitors
  - Distribution of balloons filled with a gas that is lighter than air
  - Promotion of products other than those on display and/or in another industrial and/or business activity other than the exhibitors.
- The following must be approved by the [Exhibition Logistics Team](#):
  - The carrying out of tests or contests
  - The setup of resonant equipment in the stands, which **cannot exceed 60Db**.
- All activities in the booth area potentially attracting a large audience and causing queues (e.g., presentation, quiz, giveaways' distribution) may not be placed immediately at the borders of the booth facing the aisles, as this might impede aisle traffic. These activities must be clearly identifiable on the booth layout sent in for approval to the [Exhibition Logistics Team](#).
- ITS European Congress 2023 and the Exhibition Logistics Team reserve the right to stop such activities on the booth immediately, if they are blocking passageways around the booth area.
- Public announcements are not allowed by any exhibitors and are restricted for organizer and safety use.

### Construction regulations

- Stands, including all equipment and exhibits and advertising matter are to be constructed with such stability as to pose no danger to public safety and order, and especially life and health.
- All exhibits must be confined to the spatial limits of their booth, as indicated in the final floor plan.
- Exhibition Management reserves the right to cancel stand construction and require changes in accordance with approved drawings and described stand concept.



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CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

- We strongly recommend you integrate **the booth number** into the design of your booth as it always helps to find your booth. As the booth numbers on the online floorplan have been adjusted, please make sure you check which booth number you have before integrating it into your booth before the event.
- Exhibitors will not be allowed to project images onto the gangways, ceilings, walls, or space which are not part of their stand.
- Special care must be taken to avoid lights and/or spotlights as well as all sorts of sounds that are annoying to visitors or neighbouring stands
- No signs may project beyond the delimiting walls of the stand, and each exhibitor must avoid hindering the view or entrance way of neighbouring stands.
- Audio-visual and other sound and attention-getting devices will be permitted only in those locations that the visitor viewing will be in the booth and not impeding aisle traffic and in such intensity as, in the opinion of the Exhibition Logistics Team they do not interfere with the activities of the neighbouring exhibitors.
- Exhibits or other devices which emit sound, light or smell must be operated and controlled so as not to irritate other exhibitors. The maximum noise level is **60 dB** measured at 1m from the speakers/stand. Any failure to comply with this rule will result in the power supply to the sound system and the related stand being cut off.
- Exhibitors are solely responsible to ensure that all necessary certifications are obtained by themselves or their appointed contractor for exhibiting in ITSEuropeanCongress2023.
- Exhibition Management reserves the right to issue further instructions concerning the design of stands.

## Technical Rules – size, booth layout, etc:

- During set up and decoration of booths, the exhibitors must comply with following rules:
  - Stands must respect a **general height of 2,5m and cannot exceed 4m**.
  - Stands that exceeds the 2,5m height (only possible in Pavilion 2) must be submitted to the appreciation of the [Exhibition Logistics Team](#) at least 20 days before the date set for beginning assembly. This stand design must be provided with duly marked blueprints, vertical projections, and sectional drawings.
  - Assembly of stands that include the construction of second storey must have explicit authorisation from the [Exhibition Logistics Team](#).
  - The usable area and decoration elements that measure over 2,5m in height and max 4m, must stand back from the perimeter of the stands at least 1,5m.
  - The installations from the Congress Centre Lisbon (CCL) must be scrupulously respected, namely fire hydrants, extinguishers, loudspeakers, general indicators, television circuits, and fire detectors.
- The on-site building of stands in the whole exhibition area of CCL is strictly forbidden, as well as the use of cutting machines, welding machines, sanders and a spray guns. Stands must be devised and prepared so that their construction can be obtained solely by assembling the elements that constitute them.
- It is forbidden to use the walls of pavilions and columns to suspend or post exhibited pieces, decoration, construction, or informative items.
- Disassembly of the stands and removal of material cannot begin before the time officially set for closing the exhibition, except for special authorisation granted by the Organizer.





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EUROPEAN  
CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

- Disassembly of the stands and removal of exhibited material must be concluded within the times set by CCL and already accept by the Organizer. Failure to comply with this deadline authorises CCL to remove the material and implies that all costs resulting from the measures taken to remove these materials will be charged.
- The premises must be handed over to CCL in the same condition as they were made available to the exhibitors, and all costs require making them so, are from their responsibility. Repair of occasional damage caused by carelessness or requirements of stand assembly, as well as cost derived from such assembly, are the sole responsibility of exhibitors/Organizer.
- Exhibitors are responsible for all the damage or harm caused by their structures, equipment, articles to be exhibited, or activities in their stand, as well as action of the subcontracted firms, when these firms harm visitors and other exhibitors.

## Separation walls

All stands **must be separated from the neighbouring stand(s) by means of a separation wall**. The separation wall can be provided by the exhibitor or **can be ordered to CCL** with extra costs. This separation wall shall be in **white finish on both sides**.

With the exception of island booths (4-sides open), a back wall must be installed for every stand. Stands with an immediate neighbour(s) should also be provided with the necessary sidewall(s).

## Heights

We kindly ask you to plan your constructions regarding the heights reasonable in order **not to block the view of possibly smaller stands adjacent to your own in an unreasonable way**.

Stands must respect a **general height of 2,5m and cannot exceed 4m height**

**In case you are placed below the mezzanine a maximum height of 2,5m should be respected.**

## Materials, products, and gases strictly forbidden

The following are strictly forbidden within the exhibition halls:

- the distribution of samples or products containing flammable gas
- balloons inflated with flammable or toxic gas
- celluloid articles
- pyrotechnic and explosive devices
- the presence of ethyl oxide, sulphide, carbon, sulphuric ether and acetone.

## Exhibition of motor vehicles

Motor vehicles must be exhibited on a carpeted area and with empty fuel tanks.

## Submission of construction plans & approval

All stand constructions are subject to regular approval by [Exhibition Logistics Team](#).

Responsibility for proper execution always lies with the builder.

The following are subject to special prior written authorisation from CCL which, if authorisation is granted, reserves the right, at the organiser's expense but on prior production of detailed estimates, to entrust the following to a company of its choice and to supervise their execution itself:

- work relating to heating appliances and smoke ducts
- work relating to the roofing of buildings or requiring traffic on the roofs for this to be carried out
- drilling into walls in the fixed construction elements of the halls
- trenches for pipes
- foundations intended to bear machinery and, more generally, all underground work.

<b>Type of booth: Complex booths</b>  These are booth that include: <ul style="list-style-type: none"><li>• Machines</li><li>• Thermal or combustion engines, Lasers</li></ul> or any other dangerous product	<b>All <u>raw space</u> booths</b>
<b>Deadline: 1 April 2023**</b>	<b>Deadline: 17 April 2023**</b>

\*Please note that CCL and external parties will examine the stands. If the required documents are handed in too late, an approval in time may not be possible.

**\*\*Documents submitted later than the periods stipulated above cannot always be reviewed in time.** Therefore, approval might not be certain before the start of construction. This may result in dismantling, alterations or blocking the stand. The costs of the structure approval proceedings will be invoiced to the exhibitor.

Procedure of submission

Please send the requested documents (as defined above) to: [Exhibition Logistics Team](#)

Once the design has been approved by Exhibition Logistics Team (approx. 5-7 working days), the documents will be forwarded to CCL for second approval. When the examination is done, the applicant will receive an electronic notification of approval or conditions for the construction of the stand.

Any stand structures that do not conform to the technical regulations or the law, must be altered or removed. If execution is not completed on time, CCL is entitled to make changes itself at the expense of the exhibitor. CCL is also entitled to close the stand to forbid access for visitors.

Any arising costs of approval proceedings by CCL will be charged to the exhibitor.



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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## NEW - Service orders

Services for exhibitors in connection with a fair or exhibition should be **booked via the Order Forms available below.**

All suppliers act on their own behalf in all arrangements with exhibitors and are not agents or employees of ERTICO. All services or materials supplied by these companies will be subject to a contract between the suppliers and exhibitors and will be invoiced directly by the suppliers to the exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, ERTICO and its organiser do not accept any liability or responsibility for any act performed or committed by such suppliers.

Services should be ordered until **17 April 2023** at the very latest.

After this deadline, an express charge of **15%** will apply on all orders.

Respecting the deadline also ensures that orders will be processed properly and on time.

You will find the following services (please find below further details) - **NEW**:

- Electrical Services: [Order Form](#)
- Technical Services: [Order Form](#)
- Audio/Visual Equipment: [Order Form](#)
- Information Technology: [Order Form](#)
- Rigging: [Order Form](#)
- Furniture: [Furniture Catalogue](#) and [Order Form](#)
- Flowers & Plants: [Order Form](#)
- Catering: [Order Form](#)
- Security Services: [Order Form](#)
- Cleaning Services: [Order Form](#)
- Waste Removal Services: [Order Form](#)
- Signage for Shell Scheme Booths: [Order Form](#)

## Suppliers Appointed by Exhibitors

Except for some compulsory services/suppliers (electricity, water, catering, IT, rigging service and signage) the use of other suppliers/agencies for logistical and technical purposes is permitted.

Please note that the exhibitor remains responsible for the activities organised by the appointed supplier/agency. It is **the exhibitor's responsibility to ensure that all the relevant guidelines, rules, and regulations, as well as health and safety regulations**, relevant forms and deadlines are passed on to the appointed suppliers/agencies and that the **suppliers/agencies act according** to these rules and guidelines.

## Equipped Stand Constructions

Please find below detailed information on services included into the equipped stand if you booked an equipped stand

23



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EUROPEAN  
CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

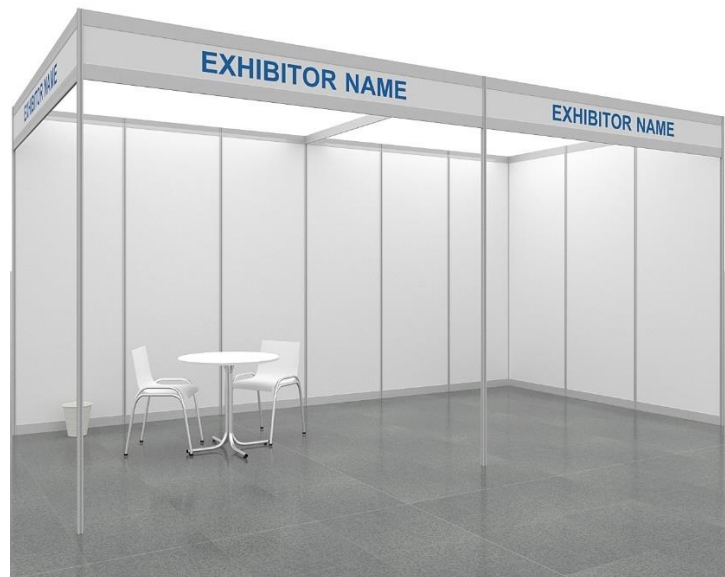
**Shell Scheme constructions package includes:**

- **Booked via organiser for you**
- Shell scheme structure of 2.5m high with white laminated walls
- Exhibitor identification in self-adhesive vinyl (up to 20 graphic characters)
- Electrical switchboard with electrical outlet of 16A
- 1 Round table, 2 chairs and 1 waste bin
- Cleaning of the stand 1<sup>st</sup> day before the opening
- Any additional furniture, branding of the shell scheme, additional electricity, lightning... will have to be booked by the exhibitors themselves.

9sqm



18sqm



If you have a raw space and want to transform it into an equipped package reach out to [ITS European Congress 2023](https://its-europeancongress.com).

**Start-up package:**

- Space of 4 sqm with back walls
- Name of your company on a flag sign
- 1 high table, 1 highchair and 1 waste bin
- 1 electricity plug
- Name of your start-up mentioned on the website
- Description of your start-up within the interactive floor plan





Internal use



EUROPEAN  
CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.



## Electricity

Any electrical services can be ordered through the [Electrical Services Order Form here](#).

A **floor plan sketch** indicating the **desired location of connections must be included** in the orders. The exhibitor is responsible for every connection from the distribution panel.

Each stand is served from the establishment's network of switchboards, connection boxes or electrical cabinets (fixed and semi-permanent installations).

Each stand or exhibitor needs to order their electricity box through the [Electrical Services Order Form here](#).

The box must always remain accessible to the safety services but remain out of immediate reach of the public in the section reserved for the exhibitor's use, i.e., for the electrification of the stand.

Available electrical power to be used is **230/400 Volts – 50cycles** and is provided according to the conditions predicted by EDP (Electricity of Portugal). In case of fault or cut by EDP, electricity will only be provided for emergency exits (exclusion of exhibition and Events circuits).

All electrical set up must be approved by the [Exhibition Logistics Team](#) and the links to the general mains can only be made by same services. CCL will not be responsible for connecting to the mains apparatus that do not correspond to the information provide, and the exhibitors must name the person responsible for the stand's electric installation project. Damage caused to the mains or to the specific point by these connections is the sole responsibility of the exhibitors. It is essential that exhibitor give the power needed in the booth.



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EUROPEAN  
CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Rigging and Hanging Points Orders

Any suspension/rigging from the pavilion structure requires authorisation from the [Exhibition Logistics Team](#) and [CCL](#) and can only be made by CCL exclusive supplier, subject to specific quotation.

Requests must be done **by 17 April 2023** and must enclose the suspension/rigging project and the weight to be suspended, so that its feasibility can be verified by CCL's Technical Department.

Any specific questions linked to position of hanging points, water supplier or suspending from structures can be requested from [mariana.vasconcelos@ccl.fil.pt](mailto:mariana.vasconcelos@ccl.fil.pt).

## Water installation

Requests for water and drain connections, as well as electricity and telecommunications must be done by written to the [Exhibition Logistics Team](#). Requests for special lines or circuits must be processed through 20 (calendar) days in advance of the date set for set up the fair. All special circuits or lines are subjects to quotation.

## Furniture

The furniture catalogue can be found [here](#) and any order must be placed via the [Order Form](#).

## Waste removal & cleaning

General cleaning of the exhibition area and corridors is the responsibility of the Organizer; cleaning of the stands is exhibitors' responsibility and will be charge accordingly.

Materials that have been left behind will be removed from the exhibition on the last day of dismantling and brought back to the warehouse at the exhibitor's expense.

## Catering – Food & Beverages

Catering of the congress (coffee breaks and lunch) will be available for exhibitors if paid for in the Exhibition Hall. If exhibitors would like to serve drinks and/or food at their booths, this will have to be booked and ordered by the exhibitors to the official caterer and they will have to follow the applicable regulation. Please note that alcohol is not prohibited but intoxicated persons are not allowed.

If there any specific needs or questions, please reach out to [Inês Oliva](#).

## Hostess Services

**Spring Events** is the preferred and recommended partner for Hostess services. Complete your Hostess order by **8 May 2023**. Please use [this form](#). Any questions, please contact [Claudia](#).

Amount per hour per hostess = 19€ + VAT

Uniform is included

Minimum of 4 consecutive hours per hostess



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EUROPEAN  
CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Shipping and Forwarding

RANGEL is the **official freight forwarder** and the **only official logistics operator allowed to operate inside the CCL**. Please find below their contact details and information.

**Contact:**

Helder Marques

E-mail: [helder.marques@rangel.com](mailto:helder.marques@rangel.com)

Telephone: +351 967 364 270

RANGEL is a Portuguese logistics player with 43 years in market and a global logistics provider. RANGEL will ensure a high level of logistics services to/from ITS 2023 event at CCL and will provide the following services:

- Customs clearance
- Warehousing for advance shipments
- Deliveries at the booth
- Forklifts
- Manpower
- Empties storage
- Pack and label
- Freight (international/national) to and from the venue

Before shipping any items to your stand please make sure you get in touch with [RANGEL](#). The deadline for shipping via the warehouse is **16 May 2023**.

Please find here the [shipping instructions](#) and [general tariffs](#). If you would like to place an order, please do so by filling the document [here](#).

To ensure your goods can be quickly located at site or during transit, please mark each case/carton as follows on at least 2 sides:

*Exhibiting Company name*

*Event name:*

*Hall No. \_\_\_\_\_ Booth No.: \_\_\_\_\_*

*Vol \_\_\_\_\_ of \_\_\_\_\_*

*Lisbon, Portugal*

Deliveries are only accepted to a **contact person** at your booth, **during the official set-up and opening times**. Please make sure that someone from your company or contract partners is there at the stand **to sign and receive the delivery**.



Internal use



**EUROPEAN  
CONGRESS**

**LISBON, PORTUGAL  
22-24 MAY 2023**

**ITS:** The Game Changer.

## Goods Reception

Advanced shipping to the venue prior to the congress dates is **not permitted**. Freight and shipments shall be addressed to RANGEL.

## Storage

**Storage is not available at the venue**, but storage can be coordinated through RANGEL for storage at their warehouse. The **storage of boxes or any kind of materials in the alleys is strictly forbidden**.

For information about the rates please contact [itseuropeancongress@mailcongress.ertico.com](mailto:itseuropeancongress@mailcongress.ertico.com).

The storage of empties (including packaging or packing materials) at the booth/in the halls is prohibited. Combustible packaging, wood wool, plastic foam and straw must not be stored in the exhibition halls or other facilities open to visitors.





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CONGRESS

LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Security and Emergency Procedures

We highly recommend you wear safety shoes until the set-up is finished. A safety vest helps as well to be visible all the time. Thank you for your cooperation.

### Safety & Access Control

All gangways should be maintained and there should be a **clear route provided to all Fire and Emergency Exits**.

- Fixed structures, exhibition counters, display cases, cages and the like must be set up in such a manner that they cannot be knocked over, and that there are **unobstructed evacuation routes at least 3 m wide to the exits**.
- Glass panes must be protected against breakage.

**The emergency exits and escape routes must be always kept clear.** The emergency exits and escape routes in the halls must **never be blocked by items left standing or jutting into the aisle**. A passage at least 3 m wide must be kept free, regardless of the width of the aisle and the goods left in the gangway. CCL can order the immediate clearance of all aisles or certain aisles for logistical reasons.

### Emergency Procedures

You can consult [here](#) the Safety Management Measures of the CCL.

### Security

Security services can be ordered [here](#).

ITS EUROPEAN CONGRESS and facility organisers expressly disclaim responsibility for any loss or damage to property of any exhibitor or demonstrator from any cause. To help ensure good security at the show, please follow these points:

- Make one member of your team responsible for your company's safety and security at the exhibition.
- Do not leave cash, handbags, mobile phones, valuables etc. in unlocked drawers, cupboards or on exhibits on your stand,
- Do not leave wallets in unattended clothing,
- Check all lockable desks and cupboards are locked before leaving your stand

Please note that build-up and breakdown days are high-risk periods. You are recommended to work in pairs so that the stand is always manned. Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors. **During the fair, you are free to order night-watch and security guards** as of early 2023 when price list and order form will be available.



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LISBON, PORTUGAL  
22-24 MAY 2023

ITS: The Game Changer.

## Fire Protection

**No flammable decorations or exposed flames may be used at any time.**

- All carpet and decoration materials of paper and flammable fabric must be made fireproof and will be asked on site.
- Storage paint, liquids, gas, or other flammable substances in the booth space is forbidden.
- Any heavy amount of paper, or any other flammable products, should be regularly disposed.
- The display or use of burning, red hot, combustible, explosive or flammable materials is prohibited.

It is generally prohibited to build exhibition stands using any highly inflammable materials, materials that drip when burning, form toxic gases or produce a lot of smoke such as most thermoplastics including rigid polystyrene foam or similar.

Decoration materials must be classed as being at least flame-retardant (Class B1), may not drip when burning pursuant to DIN 4102-1, may only produce a limited amount of smoke or pursuant to EN 13501-1 must at least comply with Class C (C –s2, d0). **A test certificate of the fire classification of materials used must be available for presentation.**

## Health & Safety

As the pandemic situation evolves all the time, the health and safety measures will change according to the latest requirements. Please bear in mind that the ITS European Congress in Lisbon will follow the COVID regulations in Portugal. We would like to reassure you that we continue to closely monitor the worldwide impact of the pandemic on the travel and corporate event industry. We can assure you that we will comply with all health and safety regulations in place at the time the event is scheduled. This requires flexibility and patience on all sides.

To ensure we are all better prepared, this manual will be developed and updated on a regular basis. For any detailed questions, please contact [itseuropeancongress@mailcongress.ertico.com](mailto:itseuropeancongress@mailcongress.ertico.com).

Please find up-to-date information about the Portuguese COVID regulations [here](#).

### Tests

If you are a foreigner visitor and want to do the test for Covid-19 shortly after arrival, before departure or at any time in mainland Portugal or Madeira you can do it:

- at the Airport. Information [here](#)
- in a laboratory approved by the Portuguese Health General Directorate. Find the list [here](#)
- if you are in the Algarve, you find information about testing points [here](#).

### More Travel Information

At the European Union [website](#) you can find information on each country about borders, available means of transport, travel restrictions, health, and public safety measures, as well as other practical information.

To know which are the travel regulations all around the world, check the map at the [IATA Travel Centre](#).

30



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**EUROPEAN  
CONGRESS**

**LISBON, PORTUGAL  
22-24 MAY 2023**

**ITS: The Game Changer.**

## Accommodation & Meeting Rooms

### Hotel Reservation

ITS EUROPEAN CONGRESS has partnerships in place with a variety of hotels ideally situated near the Congress Centre and at Lisbon City centre to provide conference attendees with the best rates and convenience. Please note that rates are guaranteed until 18 April and will depend on each hotel's availability. We highly recommend you book your rooms as soon as possible, following the instructions on the [Congress Website](#), as hotels in Lisbon are expected to be fully booked in May 2023.

### Meeting rooms for Satellite or Associated Events

In case your company needs a meeting room, please send an email to \*[ITS European Congress](#) including the following information:

- Dates required
- Duration of the event: timing per day
- Ideal room set-up (theatre style, classroom)
- Company name
- Name of your event
- Any Title/ topics / content/ description of your event
- Any other specifications

The event should be approved by ITS-ERTICO and a proposal including room rental and basic equipment will be sent to you based on the given information.