

Industry Symposia Manual

Dear Supporter,

Thank you for partnering at the **15th Biennial ISAKOS Congress**, which will take place from **June 8-11**, 2025, in Munich, Germany.

The Industry Manual contains important information, deadlines, and next steps for your preparation to ensure a successful event. Please read the manual thoroughly, and share it with everyone involved in this project.

We look forward to seeing you in Munich in June 2025.

For further support please contact us at:

Oana Giurgiu

Industry coordinator

E: ogiurgiu@kenes.com | M: +34 659 064 921



[Exhibitors and Supporters Portal](#)

Each exhibitor/supporter has received an e-mail with login details to access the Portal.

The Portal enables Supporters and Exhibitors to:

- Submit Company logo and profile
- Order exhibitor badges
- Order Lead retrieval (Badge scanners)
- Submit booth drawing (for “Space Only” booths)
- Submit other deliverables as per contract

To access the Portal, please [click here](#).

Important Notes:

- The login details have been sent to the person signing the contract. This person is responsible for passing on the login details to a third party if needed.
- Access to all Portal services will be available only after submission of your company profile and logo.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

[Exhibition – Key Dates & Deadlines](#)

Action Item	Deadline	Contact
Hotel reservation for staff	As soon as possible	https://hotels.kenes.com/congress/ISAKOS25 or email Anna Ivanova at: aivanova@kenes.com

Company profile	As soon as possible - to be published on our online interactive exhibition floor plan	Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com
Designed booth for approval	April 28, 2025	
Text for booth ID sign	April 28, 2025	
Lead Retrieval Wireless Barcode Reader	May 5, 2025	
Exhibitor Badge Order	May 5, 2025	Via myCongress: https://isakos.com/Login/Munich-2025 If you need any assistance, please contact: reg_isakos25@kenes.com
Telecommunications (Internet/Wi-Fi)*	20 May, 2025	Kenes Group Elianne Baran Ganot Global Exhibition & Industry Operations Email: eganot@kenes.com
Furniture Rental	May 16, 2025	Booth construction Additional Booth Fittings Equipment Furniture Rental Graphics and signage for stands only
Stand fittings	May 16, 2025	meplan Lena Kathke Tel: +49 (0)89 540 267 822 E-Mail: lena.kathke@meplan.de Website: www.meplan.com
Booth Graphic and Signage for stands only	April 28, 2025	<i>To place online orders you will be required to enter to the meplan Webshop.</i>
Booth manpower	May 16, 2025	Incoming orders after the deadline will be charged with 30% of surcharge
Booth Catering	May 1, 2025	 Käfer Service GmbH Tel: +49 89 94924 200 Email: messe.catering@feinkost-kaefer.de Website: www.feinkost-kaefer.de
Venue services: Electricity, Security, Cleaning	Orders via the ICM May 12, 2025	Venue services: Electricity, Security, Cleaning ICM- International Congress center Messe München E-mail: icm-aussteller@messe-muenchen.de Website: https://messe-muenchen.de/de/ https://locations.messe-muenchen.de/de/ Order Forms-Click Here Deadline: May 12 <i>To place online orders you will be required to fill the order forms.</i>
Graphics & Signage (Brandings out of the booth as sponsored item or pillar cladding)	upon request	Atelier Gebhard Tel: +49 89 949 24 975 Email: info@atelier-gebhard.de



Hostess /staff upon request

colorbirds GmbH
Tel: +49 89 998209580
E-mail: info@colorbirds.de
www.colorbirds.de

Airfreight Shipments - Arrival to recommended airport TBA

Shipment via Advance Warehouse May 26, 2025
Deadline for pre-advice of your shipment to the warehouse

Exhibition Goods - Direct Deliveries to Congress Venue May 26, 2025
Deadline for application of time slot

Merkur Expo Logistics GmbH
Ms. Patricia Zintel | E-mail: patricia.zintel@merkur-expo.com
Mobile: + 49 (0) 170 2229525
Merkur is the **exclusive** handler inside the venue.
[Click here to see the Shipping Instructions. Click here to see all the Labels for Shipping \(use the one you need\)](#)

[Exhibition Timetable](#)

EXHIBITION TIMETABLE

Thursday, June 5 10:00 - 19:00
for booths above 50 sqm

Set up Friday, June 6 08:00-19:00
All Exhibitors

08:00 - 19:00
Saturday, June 7 By 19:00 all empty boxes, empty crates and packaging material should be removed.

Sunday, June 8 09:00-15:45

Sunday, June 8 17:30-19:00 (End of Welcome Reception)

Exhibition Opening Hours Monday, June 9 09:00-15:45

Tuesday, June 10 09:00-15:45

Wednesday, June 11 09:00-15:45

17:00 - 23:00

Dismantling / Breakdown Wednesday, June 11 *Shell Scheme booths must be empty by 20:00

The timetable is subject to possible changes in accordance with the scientific program.

Important Information

- Empty crates and packaging material must be removed after set-up and no later than **Saturday, June 7 at 19:00**. All aisles must be clear of exhibits and packaging materials to enable cleaning at all times
- **Please note that participants will be walking through the Exhibition Area to reach the**

activities area which will be active before and after the Exhibition Opening Hours.

- Therefore, please do not leave any visible valuable articles at your booth. In addition, **please consider hiring extra security for your booth** after Exhibition Operating Hours. ISAKOS, the Congress organizer or the venue will not take any responsibility.
- Dismantling of the booths before the official closing of the exhibition is **not permitted**.
- **It is the exhibitor's responsibility to dispose of all materials after dismantling.**
- Any equipment, display aid or other material left behind **after Wednesday, June 11, at 17:00** will be considered discarded and abandoned.
- **Any charges incurred for waste removal will be sent to the exhibitor.**
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by **Wednesday, June 11, at 17:30**. In the event your selected carrier fails to show on final move-out day, Merkur reserves the right to re-route your freight onto another carrier.
- The exhibitors and all companies contracted by them are responsible for operating following the regulations on their booth area.
- Construction and dismantling work may only be carried out in compliance with all applicable occupational safety and accident prevention regulation. Exhibitors/ customers and all companies contracted by them must ensure that no other persons present on the site are endangered during construction and dismantling work.

Welcome Reception at The Exhibition Area

You are cordially invited to the Welcome Reception that will take place in **the Exhibition Area on Sunday, June 8 , from 17:30-19:00**.

Exhibitors are asked to please attend their booths during this time in the Exhibition Area.

[Exhibitor Activities](#)

Exhibitors must receive permission to hold any educational or social event (of any kind) taking place in Munich, Germany during the ISAKOS Congress dates (June 8-11, 2025).

Please complete the [Exhibitor Activities form](#) and inform about your activity to the Exhibition Manager, Elianne Baran Ganot at: eganot@kenes.com by March 31, 2025.

It is the responsibility of the exhibitor to ensure that all company personnel or third-party agents that are involved in meeting or travel arrangements are aware of and adhere to the ISAKOS rules and regulations contained in the ISAKOS Exhibition Manual.

[Exhibition Floor Plan & List of Exhibitors](#)

Exhibition Floor Plan

The floor plan has been designed to maximize the partners' exposure to the delegates.

For most updated floor plan and list of partners, please [click here](#).

List of Exhibitors

Please see all the Exhibitors listed [Click here](#)

You can check the congress [Interactive agenda here](#).

[Exhibitor Representative Badge](#)

Exhibitor Representative Badge

- Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges **is stated in your contract and determined by your booth size.**
- **Two exhibitor badges will be given for each 9 sqm booked.**
- **Any additional exhibitors will be charged an exhibitor registration fee, as follows:**
 - € 949 (January 1-March 31, 2025)
 - € 1149 (After March 31, 2025)

Additional badges can be ordered by logging-in via the Companies and Exhibitors portal on myCongress: <https://isakos.com/Login/Munich-2025>

If you need any assistance, please contact us at: reg_isakos25@kenes.com

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and **should not be used by companies to bring visitors to the Exhibition.**

Exhibitor badges will not be mailed in advance and may be **collected from the onsite registration area, from June 7, at 12:00**

['K-Lead' Application - Barcode scanner App](#)

K-Lead Application (no device is included)

What is K-Lead App

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or attend your symposium. The information obtained by lead retrieval system enables Exhibitors and symposium to enhance their database by securing valuable leads for further marketing and communication.

How does it work?

Exhibitors and supporters can download the “K-Lead” app onto their **own smart phone or company tablet** and transform their device into an instant, easy lead retrieval system and capture participants’ full contact information with a quick scan of their badge (Exact operational guidelines will be shared in due course).

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor’s comments for each lead
- Ability to quickly scan delegates as they enter the session hall by using the “Quick Scan” function
- Application is available for download from Apple store or Google play: “K-Lead App”.

Cost

Cost per license - **700 EUR** (4% credit card charges fees, excluding VAT if applicable) **device is not included - Order deadline is May 1, 2025**

How to place an order?

To order “K-Lead” Application, please access the **Exhibitor’s Portal**
<https://exhibitorportal.kenes.com>

Login details to the Portal have already been sent to the primary contact listed in our system upon signing the sponsorship agreement.

Unlock the Power of K-Lead Plus:

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you’re always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: EUR 750

Key Notes for K-Lead and K-Lead Plus:

- **Device Not Included:** The application must be installed on your personal or company device (tablet/smartphone).
- *Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.*
- *Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.*

- *Easy Reservation: Secure your Wireless Barcode Reader by returning the completed credit card form.*
- *GDPR Compliance: We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.*
- *By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to [Data Processing Agreement](#).*
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How to order K-Lead and K-Lead Plus?

Please **access the Exhibitor's Portal** <https://exhibitorportal.kenes.com>

[Hall Specifications and Important Technical Information](#)

Venue

ICM International Congress Center Messe München

Am Messese 6

81829 München/Germany

E-mail:icm-aussteller@messe-muenchen.de

Website:<https://messe-muenchen.de/de/>
<https://locations.messe-muenchen.de/de/>

Exhibition Area: Foyer Ground Floor, Foyer Upper Floor

For most updated **floor plan and list of partners**, please [click here](#).

Floor type: Granit, Gray

Foyer Hall Full Technical Details please [click here](#)

ICM Virtual Tour please [click here](#)

Build-Up Height

- The **maximum** building height for the **top** of all elements is **as follows**;

4.00 m + height of a raised floor for all booths in the Foyer ground floor

3.00 m for booths in the Foyer upper floor

Except:

2.00 m for booths #28-32 and #60-63

2.50 m for booths #08, 09

3.50 m for booths #33, 34, 58, 59

3.50 m for booth #03 under LED screens,

4.50 m for covering the partition walls for booths #01 and #02.

- Shell scheme booths build up height is **2.5 meters**

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.

Any part facing adjacent booths (back-to-back wall) needs to be designed with neutral tones (preferably white). The backwalls (reverse side) of any booth that is adjacent to another booth - must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.

Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and, in particular, that they do not endanger life and health.

Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.

Ceiling Rigging

Ceiling hanging is not permitted.

Electricity and Internet connections

Power supplies and other utilities, such as internet cables, are typically distributed to booths via the floor and pillars. However, it is crucial to verify this with us in advance, as these may vary depending on the specific booth location and your unique requirements.

◆◆Important◆◆:

- Exhibitors are required to have floor cover or carpeted floor within their booth space (note that shell scheme booths already incl. with carpet).
- All floor coverings must be secured and maintained so that they do not cause any hazard.
- Fixing the floor covering to the hall floor may only be possible if the exhibitor/builder's use approved tape. The ICM will provide the tape for free and is available at the ICM Business Center
- Exhibitors and stand builders are responsible for ensuring that the exhibition floor is left in the same condition it was found in. Any damage or soiling that cannot be removed during routine cleaning will be charged to the exhibitor or stand builder.

Raised Floor / Platform

- Please note that if your booth has a platform, you are required to provide a **ramp** to ensure access for people with disabilities.

- The platform sides must be closed and finished neatly. The platform **edges** must be **safe, secured** and **easily visible**.
- Exhibitors must notify the organizer and the venue if they intend to install a raised floor or platform within their booth space (when submitting booth drawings for approval). This notification is essential as services such as electricity, Internet, etc. are mostly provided through floor-based cabling. Raised floor or platform installation must be scheduled after the completion of relevant cabling work. Once the floor is installed, we will NOT accept any additional service requests that require placement beneath the raised floor.

[Shell Scheme Booths - Technical Information and Regulations](#)

Shell Scheme Package upgrade

Please note, for all booths 12 sqm or less in size, it is **mandatory** to order a Shell Scheme structure and carpet.

To ensure the smooth and efficient installation and dismantling of your Booth, an official Booth contractor has been appointed: meplan.

Please order the special package at reduced cost supported in kind on behalf of ISAKOS (Euro 60 per sqm) directly from meplan.

Shell Scheme booth includes the following and may be ordered from the [webshop](#) :

- **Walling** - standard shell scheme system, 2.5m-high back wall
- Company name on **Fascia board** printed in standard black & white lettering
- 3x clip lights (4x clip lights for 12 sqm) - No power supply is included and should be ordered separately directly from the ICM.
- **Carpet Dark blue**
- Option to order a furniture package at reduced-price in-kind, on behalf of ISAKOS.
- No side partition- may be ordered additionally via meplan

Booth Package does not include:

- Stand cleaning
- Electricity
- Without Side partitions
- Furniture



Shell Scheme Booth construction Additional Booth Fittings Equipment Furniture Rental Graphics and signage

meplan

Lena Kathke

Junior Project Manager

Tel: +49 (0)89 540 267 822

E-Mail: lena.kathke@meplan.de

Website: www.meplan.com

To place online orders you will be required to enter to the [meplan Webshop](#).

Electricity

ICM- International Congress center Messe München

E-mail: icm-aussteller@messe-muenchen.de

Website: <https://messe-muenchen.de/de/>
<https://locations.messe-muenchen.de/de/>

[Order Forms-Click Here](#)

Deadline: **May 12**

To place online orders you will be required to fill the order forms.

Fascia Sign

The standard fascia lettering is black and white. If you would like to print your company logo on the fascia board, in place of or in addition to your company name, or have custom graphics printed on the fascia board, this can be ordered at an additional cost through the official **stand contractor**.

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by **meplan**- the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove

any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Monday, April 28**.

- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed, no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with dark blue carpet. If the exhibitor wishes to have a carpet in a different color, an additional fee will be required. Please contact the official stand contractor for more information.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Electrical switchboards have to be reachable, and the Exhibitor has to switch off the booth lights at the end of the day.
- Exhibitors requiring additional equipment may visit the order form and catalogs or contact the official stand contractor - as per published deadlines (see the "*Deadlines & Key dates*" and "*Booth Services*" sections for more information).
- *To place online orders you will be required to enter to the [meplan Webshop](#).*

[Space Only Booths - Technical Information and Regulations](#)

Exhibitors using independent contractors are required to submit the following for approval by **Monday, April 28**:

- A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed booth to be built.
- Electrical connections - a list of all appliances.
- Other utility connections are subject to availability and must be checked with the Exhibition Manager prior to submitting the designs.
- The name and contact details of their construction company (stand builder).

Please submit the files through the Kenes Exhibitor's Portal: [Click here](#)

Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or

damaging the premises. Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.

- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideways walls will not be approved**
- **Island booths** should be partly accessible on all **"open"** sides. You are only allowed to build walls that cover up to 50% of each side. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle must be approved by Kenes, max 50% of side to side may be covered.
- Construction finish must be perfect in all the booth's visible areas, including rear sides and booth ceiling. **Please be aware that your booth will be visible from the upper levels, Therefore, we kindly request that you pay close attention to the construction of the top of your booth.**
- **Raised floor/platform:** please note that if your booth has a raised floor/platform, you are required to provide a **RAMP** or **sloped/ramped edging** for handicapped access. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible. Note: if your booth has a sloped edging around its entire perimeter, a separate ramp is not required.
- **Prior to booth floor installation, exhibitors or stand builders must verify that the utilities provided by the Official Contractor (electricity, water, cables, Internet, etc.) are located in the appropriate positions. Access to service points, water tramp, and electricity tramp is mandatory when a floor is installed; please ensure these points remain accessible. Once the floor is installed, we will NOT accept any additional service requests that require placement beneath the raised floor.** Please notify the organizers and the ICM, along with submitting the drawings for approval, if your booth requires a platform. Additionally, inform us of the scheduled platform setup (date and time). Without this crucial information, Official Contractor will be unable to provide the requested services, and the prepayment will not be refunded.
- **Any part facing adjacent booths (back-to-back wall) needs to be designed with neutral tones (preferably white). The backwalls (reverse side) of any booth that is adjacent to another booth - must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.**
- Advertising on the boundary with other booths is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- For the safety of all attendees and exhibitors, all temporary structures, exhibition stands, installations, special exhibits, and advertising displays must be designed and constructed to ensure their stability and prevent any risk to public safety or harm to life or health.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- The **maximum building height** for the **top** of all elements in the booths is **according to the maximum build up height mentioned on the plan.**
- **Ceiling Rigging** is not permitted.
- **Booth ceiling** -Please note that it is not allowed to cover stands within the ICM wider than a stripe of 1 m. The next cover must have a distance of min 1 m to other covers.
- Horizontal stand covers must be at least flame-retardant (B1 to DIN 4102 or DIN EN 13501-1) and from a continuous covered area of more than one meter in width designed to be sprinkler compatible ((see [Installation of Sprinkler-compatible Materials and Fabrics](#)). Approved fabrics are listed here: [Zertifikate \(vds.de\)](#))
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
 - Screens or any kind of equipment to be shown or demonstrated may not be placed

directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.

- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
- Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.

Kindly note:

- The organiser will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organiser.**
- **The used space must be returned to the venue completely clear of all items and restored to their original state.**
- We recommend exhibitors using independent stand contractors to include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact us: eganot@kenes.com to coordinate a visit.

[Electricity and Electrical Installations for all booths](#)

The Electricity is exclusive to ICM, every exhibitor should order an electrical switchboard from the venue and to pay **for the electrical consumption according to its power needs.**

According to the regulations, the electrical installations for the exhibition will only be connected to the power supply after being checked and approved by the official contractor. Only the official contractor is authorized to provide the electrical switchboard for the power points.

It is essential that exhibitor give the power needed in the stand. Damage caused to the mains or to the specific point by these connections is the sole responsibility of the exhibitors.

- Electrical switchboards provide by the venue cannot be manipulated, adjusted, or damaged. The cost of a damaged Electrical box will be charge to the company who has ordered it.
- The ICM staff is authorized to unplug the whole booth electrical installation if they detected that it is not properly done, with a possible danger.

Important information for International Exhibitors: please be reminded that in the Europe, the power plug sockets are Europeans. The Venue does not rent or supply power conversion equipment, the exhibitors are required to bring their own.

Venue services: Electricity, Security, Cleaning, Waste Disposal

ICM- International Congress center Messe München

E-mail:icm-aussteller@messe-muenchen.de

Website:<https://messe-muenchen.de/de/>

<https://locations.messe-muenchen.de/de/>

[Order Forms-Click Here](#)

Deadline: **May 12**

To place online orders you will be required to fill the order forms.

[Booth Services](#)

Internet

Wired internet and Wi-Fi connection is exclusive to Kenes - please **Contact us for placing your order.**

Please contact Elianne Baran Ganot at Eganot@kenes.com

Important notes:

- Please be advised the Private Wi-Fi networks installations in the stand is not allowed.
- The Venue and the organizers reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.
- The Venue and the organizers must be informed in advance when the stand has a platform as well as the scheduled set-up day and time due to internet foundation.

Complimentary Wi-Fi will be provided by the congress during official congress days at most areas.

This public Wi-Fi connection is limited for basic web browsing or checking emails. Should you have any internet-based feature/device/activity at your stand (for example: product demonstrations), we strongly recommend **ordering a dedicated internet connection for your stand** (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Note regarding technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

Booth Cleaning

- The organizers will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (excluding exhibit booths and displays).
- Waste disposal is included in booth rental fees and will be handled by the ICM.
- If you wish to hire cleaning for your booth please see details below.

Venue services: Electricity, Security, Cleaning

ICM- International Congress center Messe München

E-mail:icm-aussteller@messe-muenchen.de

Website:<https://messe-muenchen.de/de/>

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[Order Forms-Click Here](#)

Deadline: **May 12**

To place online orders you will be required to fill the order forms.

Security

Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area.

Neither the **ICM** nor the organizers can accept responsibility for the security of the stands and their contents. The **ICM**, as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their stand and equipment.

Direct contact for Hostess and Manpower



colorbirds GmbH

Tel: +49 89 998209580

E-mail: info@colorbirds.de

Website: www.colorbirds.de

Booth Catering

Food & Beverages service is an **exclusivity** of the **ISAKOS25**.

Exhibitors who wish to order food and beverages for their stand are welcome to do so directly with the Caterer.

You can contact Käfer Service GmbH:

Catering



Käfer Service GmbH

Tel: +49 89 94924 200

Email: messe.catering@feinkost-kaefer.de

Website: www.feinkost-kaefer.de

- It is allowed to enter any kind of coffee machines from outside the venue.
- The exhibitor must consider the space available on the booth to store and display the requested deliveries.

Storage

Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) **should be coordinated with Merkur team.**

For renting **accessible** storage please contact **Elianne Baran Ganot** at eganot@kenes.com.

Under no circumstances may packing materials of any kind be left in the aisles, on the stands, around or behind the stands.

Please contact **MERKUR** with information on sizes and number of parcels, size, and storage period.

Empty labels will be provided onsite by **MERKUR** once your booth is completed installation. All empties will be removed from the exhibit hall and returned to the booths at the close of the show.

Shipments sent directly to the venue **prior** to the set-up period, will be refused by the venue.

Once the event & dismantling are over, the ICM shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the ICM takes care of the removal of these items, it will be charged to the exhibitor.

[Accesses and Traffic regulations](#)

Access to the exhibition area

The delivery and removal of materials and goods for the exhibition stands should be coordinated with **Merkur**.

Access for Deliveries

Please be advised that neither the **Organizers** nor the **ICM** can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

For Deliveries 100 euro in cash is required as deposit in order to enter/drive inside

The deposit will be refunded upon departure.

Address for deliveries during set-up, event and dismantling:

ICM - International Congress Center Messe München

ISAKOS 2025 - Exhibitor/Standnumber

Paul-Henri-Spaak-Str. 8 / TOR 21

81829 München/Germany

Merkur will receive shipments at the exhibit facility from Thursday, **June 5, 2025**.

Shipments arriving before this date may be refused by the facility.

Any charges incurred for early freight accepted by the facility are the responsibility of the Exhibitor. Certified weight tickets must accompany all shipments.

Please note:

All materials received by **Merkur** are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service working hours, will not be accepted.

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to or from stands must be made 30 minutes before or after exhibition opening hours.

Please note:

The use of fork trucks, pallet jacks, lift gates or any other mechanical equipment is not permitted by anyone other than Merkur.

[Accommodation](#)

Kenes Group is offering exhibitors specially reduced rates for various hotels around the Congress venue. Information, pictures, location and rates are available on the hotel accommodation page: <https://hotels.kenes.com/congress/ISAKOS25> or email us to: aivanova@kenes.com

You may also book a room online through the above link.

For group booking (10 rooms and more) please contact **Ms. Anna Ivanova**.

Email: aivanova@kenes.com

Different payment and cancellation conditions apply.

[Rules and Regulations](#)

Rules and Regulations -*Binding for all exhibitors and their subcontractors*

Venue Technical Guidelines can be found online at : [ICM Technical Guidelines](#)

Exhibition terms & Conditions

The Terms and Conditions of exhibiting are included in the Online Prospectus and can be found here ([TERMS AND CONDITIONS.pdf](#)). Please note that signing of the BOOKING FORM AND CONTRACT indicates acceptance of these Terms and Conditions. The Exhibition Booking Form will be held as a valid liable contract, by which both parties will be bound. An exclusive handling agent will be designated to the CONGRESS + YEAR. The exclusivity of an agent for the handling needs of conferences refers specifically to work inside the venue. Exhibitors may use their own couriers up to

the venue door and from outside of the venue door at the end of the conference. This organisational decision has been made for the safety and efficiency benefits to exhibitors and for the successful flow of the conference.

Access to Other Exhibit Booths

Exhibitors are not allowed to enter other exhibitor booths, unless invited. This is in respect of the rights of all exhibitors to conduct business during the exhibition hours without interference or improper intervention. ISAKOS, its representatives and employees, shall have free access to any exhibit at all times.

Any efforts to photograph, video, or remove displayed instruments in an exhibit, or to visit an exhibitor's booth to engage or lure away customers of another company, will not be tolerated at ISAKOS 2025. Anyone found to be engaging in such activity will be promptly removed from the ISAKOS Congress and banned from re-entry to the meeting and future ISAKOS events.

Animals

It is not permitted to bring animals into the ICM.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Partners and contractors are required to wear the necessary **personal protective equipment** (PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity.
- The use of cutting machines, welding machines, sanders and a spray gun is **strictly forbidden**.

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff.

Children

No person under the age of 18 years can be admitted to the Exhibition Area, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the Exhibition Area.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars, etc.) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind.

Any costs incurred by the builder and venue in removing this property will be charged to the exhibitor.

FDA COMPLIANCE

The following are signs that should be displayed if products are not FDA approved:

- This device is not cleared by the FDA for distribution in the United States.
- This device is a Class III device which is limited by Federal law for investigational use only.
- This device is a Class II device which is cleared for marketing use only.

Additionally, to remain within the limitations of the FDA's Guidelines on Notices of Availability, any investigational product that is graphically depicted on a commercial exhibit should:

- Contain only objective statements about the product
- Contain no claims of safety, effectiveness or reliability
- Contain no comparative claims to other marketed products
- Exists solely for the purpose of obtaining investigators
- Be accompanied by directions for becoming an investigator and a list of investigator responsibilities
- Contain a statement: "Caution-Investigational Device-Limited to Investigational Use" (or similar statement) in prominent size and placement.

These signs are required to be placed next to the product display and the exhibitors must also have a letter from the FDA describing the allowable status of the product or products at their booth at all times.

For more information, go to www.fda.gov.

Fire

- Material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds **are prohibited**.
- Storage paint liquids, gas or other inflammable substances in the booth space **is forbidden**.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers, or the venue.
- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

Fire Insurance (compulsory)

Partners must be insured against fire.

Smoke

It is not permitted the operation of any machine in the Engagement Area that emanate fumes, gases or steam, or any item or device that generates or contains flame.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the ICM **are not allowed**.

Insurance (compulsory)

- **Exhibitors are required to take out appropriate Insurance.** Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organizers nor the ICM , their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the ICM or any part thereof in any manner whatsoever.
-

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters (10 ft.) of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or

music that is deemed objectionable.

- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company. Proper dispensation must be obtained and any royalties due, paid prior to the use of materials.
- Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the ICM cannot accept liability for loss of or damage to private property or goods.
- Neither the ICM, nor the organizers can accept responsibility for the security of the booths and their contents. The **ICM**, as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed. This can be done via the ICM web shop

Personal Transportation Vehicles

Bikes, skates, electric scooter, and any personal transport by wheels are not permitted inside the building.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Smoking Policy

The ICM operates a **NO SMOKING** policy anywhere inside the building.

Special Effects

Special effects lighting, live music, smoke and laser projection can't be used in the booths. No permission will be given for projection in the aisles or on the walls of the booths.

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- In case that exhibitors wish to leave any kind of waste material during set-up/dismantling, they should order a waste container in advance.
- Any discarded waste, including promotional material, left behind will be removed by the venue and/or the organizers at the expense of the exhibitor concerned.

The ICM reserves the right to access inside the booth in order to check the compliance with the venue regulations.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

IMPORTANT:

Please read thoroughly the [ICM Technical Guidelines](#)

Please note that these regulations are in addition to the exhibition Rules and Regulations found above.

Exhibitors must comply with **ICM** technical guidelines including operation, fire safety, construction and other security regulations.

These technical guidelines are contractually binding and are to be followed by the Organizers and exhibitors, including the exhibition service and stand construction companies commissioned by them to perform work on site.

Venue Technical Guidelines can be found online at : [ICM Technical Guidelines](#)

[FDA COMPLIANCE](#)

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[Shipping Instructions](#)

The Shipping Instructions include the following information:

- Shipping Instructions - [Click here](#)
- Tariff and Handling - [Click here](#)
- Labels - [Click here](#)

Delivery & Logistic Services

Merkur has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons, Merkur is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

Please Note: All advanced shipments and deliveries to the Merkur warehouse, including by courier, must be coordinated with Merkur.

Shipping instructions and tariff coming soon.

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Email: patricia.zintel@merkur-expo.com

Name: Patricia Zintel

Tel: + 49 (0) 170 2229525

- Shipping Instructions - [Click here](#)

- Tariff and Handling - [Click here](#)
- Labels - [Click here](#)

[Contact information](#)

Venue services: Electricity, Security, Cleaning

ICM- International Congress center Messe München

E-mail:icm-aussteller@messe-muenchen.de

Website:<https://messe-muenchen.de/de/>

<https://locations.messe-muenchen.de/de/>

[Order Forms-Click Here](#)

Deadline: **May 12**

To place online orders you will be required to fill the order forms.

Booth construction Additional Booth Fittings Equipment Plants Furniture Rental Graphics and signage

meplan

Lena Kathke

Junior Project Manager

Tel: +49 (0)89 540 267 822

E-Mail: lena.kathke@meplan.de

Website: www.meplan.com

To place online orders you will be required to enter to the [meplan Webshop](#).

Signage & Graphics out of the booth area

Atelier Gebhard

Tel: +49 89 949 24 975

Email: info@atelier-gebhard.de

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Email: patricia.zintel@merkur-expo.com

Name: Patricia Zintel

Tel: + 49 (0) 170 2229525

For shipping instructions please [click here](#)

[Click here to see all the Labels for Shipping \(use the one you need\)](#)

Catering Services

The logo for Käfer, featuring the word "Käfer" in a stylized, red, cursive font.

Käfer Service GmbH

Tel: +49 89 94924 200

Email: messe.catering@feinkost-kaefer.de

Website: www.feinkost-kaefer.de

Order deadlines set by the congress vendors, can be found on the web shop.

Orders placed after the deadlines are subjected to surcharges.

Hostess



colorbirds GmbH

Tel: +49 89 998209580

E-mail: info@colorbirds.de

www.colorbirds.de

[Contractor Web shop](#)

Booth construction Additional Booth Fittings Equipment Furniture Rental Graphics and signage

meplan

Lena Kathke

Junior Project Manager

Tel: +49 (0)89 540 267 822

E-Mail: lena.kathke@meplan.de

Website: www.meplan.com

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Venue services: Electricity, Security, Cleaning

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