

EXHIBITOR MANUAL



GENERAL INFORMATION - FEFCO TECHNICAL SEMINAR	<i>go to page 3</i>
GENERAL INFORMATION - EXHIBITION	<i>go to page 5</i>
MATHYS - STAND SERVICE ORDERING PROCEDURE	<i>go to page 5</i>
INSTRUCTIONS FROM PALEXPO (RULES AND ORDERS)	<i>go to page 7</i>
WASTE REMOVAL AND INSURANCE	<i>go to page 8</i>
APPENDIX – PALEXPO GENEVA – GUIDELINES FOR THE ONLINE SHOP	<i>go to page 10</i>
APPENDIX – EXPOLOG GENEVA SA - SHIPPING MANUAL	<i>go to page 14</i>
APPENDIX – PALEXPO GENEVA – GENERAL REGULATIONS	<i>go to page 18</i>

General Information - FEFCO Technical Seminar

Organiser

FEFCO
European Federation of Corrugated
Board Manufacturers
Avenue Louise 250
B-1050 Brussels
T: +32 2 646 40 70
info@fefco.org

Contact for exhibition:

Ria Van den Bogaert - Mob: +32 497 05 07 54
Email: ria.vandenbogaert@fefco.org

FEFCO Exhibition hall Opening Hours

	Date	Time
Set up for exhibitors with own stands	07/10/2019	07:00 – 22:00
Set up shell scheme exhibitors	08/10/2019	14:00 – 22:00
Opening day 1	09/10/2019	08:00 – 19:00
Opening day 2	10/10/2019	08:00 – 19:00
Opening day 3	11/10/2019	08:00 – 14:30
Dismantling day 3	11/10/2019	14:30 – 22:00

Free-Wi-Fi in the exhibition Hall and Congress center. For specific internet requirements, please place an order with Palexpo via the web shop.

Place of the Event and how to get there

Palexpo – Geneva – Hall 1

Route François-Peyrot 30 - Case postale 112, CH-1218
Le Grand-Saconnex, Switzerland
www.palexpo.ch

Geneva Free Public Transport Ticket

When you arrive at Geneva International Airport by plane, you can get for free your 80-minute ticket for Geneva Public Transport (Zone 10). **The machine for free tickets is located at the luggage retrieval hall and prints the free ticket without requirements or limitations upon the pressing of a button.** Free ticket entitles you to take an airport train (train from the airport to the center), bus, tram and "mouette" (yellow shuttle boats).

Ticket is transferable and limited to 80 minutes only.

In addition, staying in Geneva's hotel, **entitles you to a free transport card for the length of your stay.**

Access to Palexpo from the airport

The Palexpo site is located at a railway and road traffic hub in the very heart of Europe, the **Hall 1** the FEFCO Technical Seminar is taking place and a 5-minute bus ride from the airport.

Moreover, Palexpo only 4 km from the city centre and lake shore

There is permanent signs heading to Palexpo from the airport and railway station.

1. By train

The train is an easy and hassle-free way of getting to Palexpo, allowing you to avoid the Geneva traffic jams. Geneva Airport Station is just 500 metres from Palexpo (Exhibition Hall 7) and 10 minutes' walk from **Hall 1**.

In addition, trains operating at regular intervals take only 10 minutes to run between the airport and the centre.

Train timetable: www.sbb.ch/en

2. By Public Transport

The **bus 5** will drop you in front of Palexpo halls (3-minute bus ride from the airport) **stops on request**

Form Palexpo, the Airport is the terminus stop for line 5.

It takes just 15-minute by bus to go to the city centre from Palexpo (with bus 5).

Line No. 5

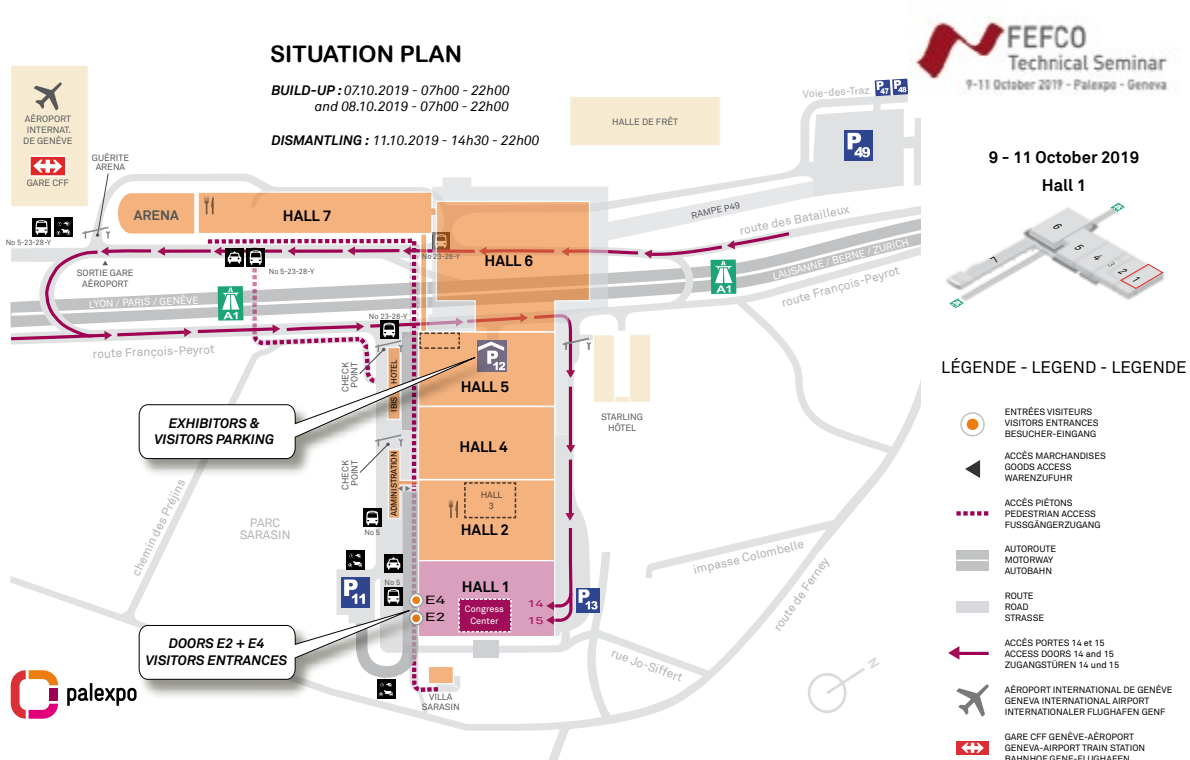
3. By car

2,800 parking spaces are available to visitors and exhibitors directly on the Palexpo site. The P12 car park also has designated disabled parking.

Entrance and deliveries Congress Center and Hall 1

For exhibitors' deliveries please check with ExpoLog Geneva SA. and Palexpo – see Appendix pages.

The technical Seminar is taking place in the Congress Centre and Hall 1



General Information - Exhibition

FEFCO stand Rules

Exhibitors building their own stand must stay within the limits of the stand. Extending the stand walls into the aisles, carpeting the aisles, or any construction that connects stands outside the 4 unit blocks as designed on the official floor plan, is not allowed.

Exhibitors building their own stands must send their stand design to FEFCO for approval **before 14 September**. Max. stand height is 4 m. Max. floor pressure is 500 kg/m².

The aisles must be clear and stands ready on 8 October by 22h00.

It is mandatory that exhibitors order their own walls. FEFCO will not allow the exhibitors to leave their stand empty. Exhibitors must order from a basic scheme or the necessary equipment from Mathys. They can also bring their own stand.

Cleaning: Stand cleaning on the day before opening is included only for Shell scheme exhibitors. Exhibitors building their own stand, must order stand cleaning – [to order from the Palexpo web shop](#).

Stand Builder orders – Mathys

Mathys is the technical partner of Palexpo during the FEFCO Technical Seminar 2019.

Mathys will send you an invitation with access codes to their web-based interface where you will be able to book your shell scheme stand and personalise your nameboard.

In order to increase your visibility onsite, you will also find various options, such as:

- Accessories (shelves, storage area, ...)
- Graphics with printed vinyl or fabric (pre-approved by FEFCO)
- Multimedia
- Furniture

The deadline for your stand orders is **4 September 2019**, after which a surcharge of **20%** will be applied.

The deadline for the reception of the **files ready to print** (logo for your signboard and your booth signage) is **9 September 2019**.

If you have booked a space only, Mathys can help you with a concept, the build-up of your stand or just the furniture renting.

See below an example of booth as well as a picture of the white furniture package.



9 m²



18 m²



White furniture package

CONTACT MATHYS

Sonia Joumad

Tel: +41 22 306 40 26

s.joumad@mathys.pro

Please refer to "FEFCO Seminar 2019" in your communication.

[Link to Mathys web shop](#)

VERY IMPORTANT - PALEXPO GENERAL REGULATIONS

Before ordering your stand package, equipment or catering please read all documents and General Regulations from Palexpo

General Information from Palexpo

Please read the [General Regulations of Palexpo Website](#)

What to order from Palexpo?

You can order the following elements directly from the Palexpo Web shop:

- Electric power
- Truck parking
- Cleaning and stand cleaning
- Hostesses
- Security guards
- Wifi and telephone lines
- Waste removal
- Plants
- Household appliances (fridge, coffeemaker)
- Rigging

How to connect to the web shop of Palexpo?

Order all items for your booth easily through the Palexpo Online Shop and take advantage of their experienced onsite staff.

All orders will be verified by a dedicated staff who will contact you if your order needs to be modified. No payment will be requested while you place your order – you will receive an invoice from Palexpo accounting team which has to be paid before the show.

[Follow the instructions – check the annexes pages](#)

Shipping Guidelines

ExpoLog Geneva SA. has been appointed as the freight forwarder and handling contractor for the FEFCO Technical Seminar.

Palexpo does not accept any direct deliveries to the venue. Exhibitors must be present on the stand to receive their goods. Same rule applies for the dismantling.

CONTACT

ExpoLog Geneva SA

Palexpo - 30 route François Peyrot
CH - 1218 Grand-Saconnex – Geneva / Switzerland

Attn: Contact Manuel Mazzini - CEO

manuel.mazzini@expolog-geneva.ch

Phone : +41 22 798 1328

Fax: +41 22 798 1387

Please mark on your shipment:

- FEFCO 2019
- Stand number
- Date of delivery to the stand
- Name & mobile of the person in charge of the stand

ExpoLog Geneva Shipping Manual

[Please read and fill-in the documents in the Appendix pages \(page 14\)](#)

Waste removal and exhibitor storage

Waste removal on the day before opening is included only for Shell scheme exhibitors. Exhibitors building their own stand, must order waste removal from Palexpo on the web shop.

They must also order empty storage from **ExpoLog Geneva SA.** or eventually organise their own storage for empties.

A limited storage of empty boxes will be available at Palexpo – next to the Exhibition hall 1. For larger and heavier items, please contact **ExpoLog Geneva SA.**

Insurance

Insurance for your stand and/or goods is not provided by FEFCO.

Exhibitors must have their own insurance for company and/or personal items as well as third party liability.



Appendix

PALEXPO – ONLINE SHOP

[» PAGE 10](#)

EXPOLOG GENEVA SA - SHIPPING MANUAL

[» PAGE 14](#)

PALEXPO - TECHNICAL REGULATIONS

[» PAGE 18](#)



The Palexpo Online Shop

Order all items for your booth easily through our Palexpo Online Shop and take advantage of our experienced onsite staff.

All orders will be verified by our exhibitor contact, who will contact you if your order needs to be modified. No payment will be requested while you place your order – you will receive an invoice by our accounting which has to be paid before the show.

How to use the Online Shop

1. Sign in

- Access the shop via the link that you received by the organizer or find the open shops on <http://www.palexpo.ch/en/exhibitor-area>
- Enter your email address and password if you have received it already and click on « Sign in »
- If you didn't receive your password beforehand, enter your email address and click on « Send password to my e-mail » → You will receive a system generated password by email (check your spam folder also)

SIGN IN

E-Mail :

Password :

Remember me on this computer


Forgot your password or didn't receive any yet?

Click here if your e-mail address has changed since your last visit on our website.

For all technical requests, please contact our exhibitors service on +41(0)22 761 11 11 (8h00 - 12h00 / 13h30 - 17h30) or exhibitorscontact@palexpo.ch.

Possible error messages :

- No access has been created for you or you used a different address when signing up. Kindly contact our exhibitor service exhibitorscontact@palexpo.ch

 **The following problems have occurred:**

- There is no existing account with this user ID. Kindly contact our exhibitor-service.

E-Mail :

Password :

2. Select Account

- Select the associated account
(This screen only shows up if your email is related to multiple accounts)

SELECT ACCOUNT

Select an account from the list below; If your account is not found select None Of The Above to continue and logon.

	Account	Contact
<input type="radio"/>	PALEXPO SA	DEMO, Exposant
<input type="radio"/>	SOCIETE TEST EBUSINESS	DEMO, Exposant

3. Enter your booth number

- Enter your assigned booth number

STAND NUMBER

Enter your stand number and continue

Event:

Stand :*

4. Portal page



← Change the booth you are ordering for (e.g. if you are managing multiple stands)

← New order

1st Option : Order for a different stand



You will be redirected to the previous screen and will be able to enter a different booth number

STAND NUMBER
Enter your stand number and continue

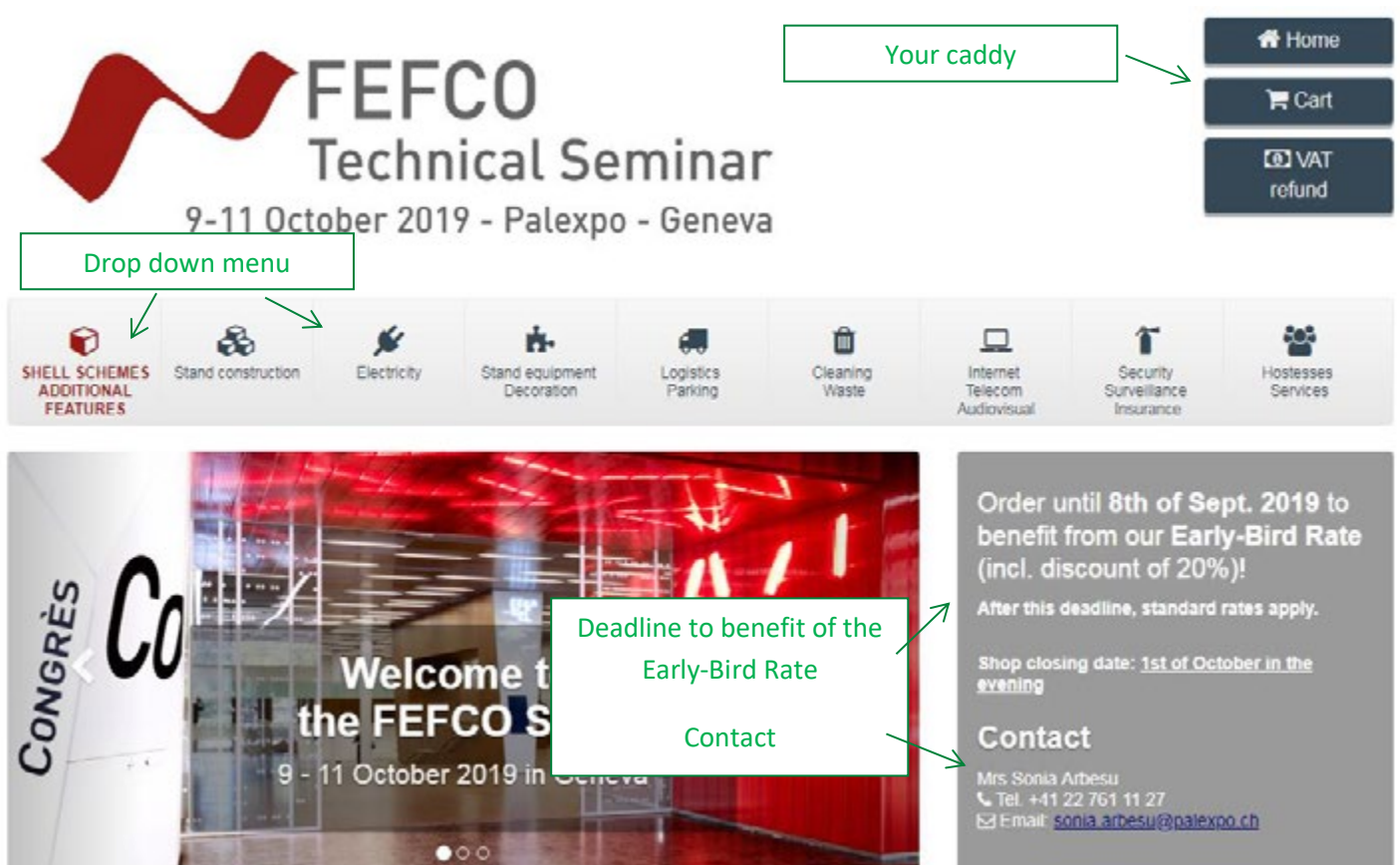
Event: [EPHJ EPMT SMT 2016 (6.14.16 - 6.17.16) ▼]
Stand :*

CONTINUE

2nd Option: Place an order

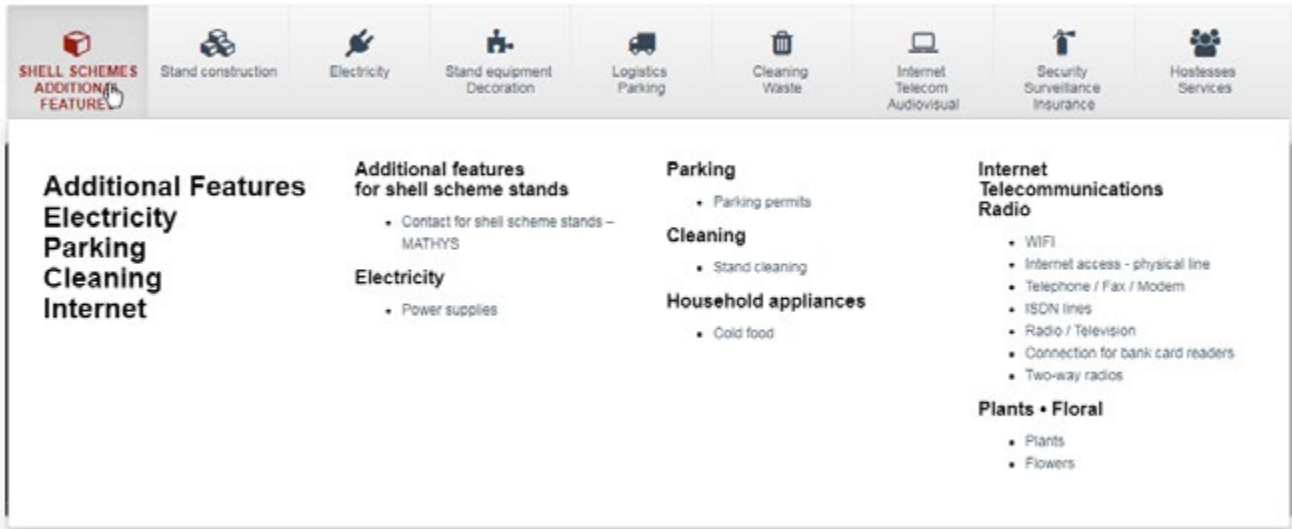


1. You reach the Online Shop




The screenshot shows the FEFCO Technical Seminar website interface. At the top right, a green box labeled "Your caddy" points to a vertical menu with buttons for "Home", "Cart", and "VAT refund". Below the main header, a green box labeled "Drop down menu" points to a horizontal navigation bar with icons and labels for "SHELL SCHEMES ADDITIONAL FEATURES", "Stand construction", "Electricity", "Stand equipment Decoration", "Logistics Parking", "Cleaning Waste", "Internet Telecom Audiovisual", "Security Surveillance Insurance", and "Hostesses Services". The main content area features a large image of a stand with a "Welcome to the FEFCO S" sign. A green box labeled "Deadline to benefit of the Early-Bird Rate" points to a text box that says "Order until 8th of Sept. 2019 to benefit from our Early-Bird Rate (incl. discount of 20%)! After this deadline, standard rates apply. Shop closing date: 1st of October in the evening". Another green box labeled "Contact" points to a "Contact" section with the following details: "Mrs Sonia Arbesu", "Tel. +41 22 761 11 27", and "Email: sonia.arbesu@palexpo.ch".

2. Hover your mouse pointer over the icons to reveal the drop down menu and chose the category you want to open.



3. Follow the instructions on the page and indicate the quantity and duration you would like book

► Stand cleaning up to 50m² *Order for minimum the duration of the event, so 3 days.*

Item	Quantity/Price	Day(s)	Item Total
 Stand cleaning of surface up to 50 sq.m. - First cleaning included Close	12,00	3 Day	

Please enter the number of square metres to be cleaned.

ATTENTION ! Some articles do have a regressive pricing. Chose the quantity and installation dates for which you would like to order the service. Add the article to the cart and you will then be able to see the final rate in the caddy.

► Power supply - consumption included

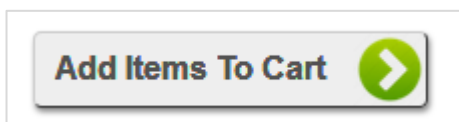
Item	Quantity/Price	Item Total
 Power main 1 kW, consumption included with green energy "SIG Vitale Vert" (50 Hz, 230 V) Close		

1 Price T29
+ 1 Price Vitelec

*Attention: the price of the electrical connection varies according to the order duration, as per the drop-down menu below:

Installation from: Thursday, 04.02.16 Time: 7:00
to: Saturday, 19.03.16 Time: 19:00

4. Scroll down to the bottom of the page and click on « Add items to cart »



ExpoLog Geneva SA
30 Route Francois Peyrot
Palexpo
CH -1218 Grand-Saconnex / Geneva
Tel +41 (22) 798 13 28
Fax +41 (22) 798 13 87
e-mail: manuel.mazzini@expolog-geneva.ch

SHIPPING INSTRUCTIONS



ExpoLog Geneva SA agent in your country

In order to assist in the smooth transfer of your booth fitting material and exhibits, **ExpoLog Geneva SA** has set up a worldwide network of freight forwarders who are experienced in the movement of goods to and from exhibitions. Whilst the use of these forwarders is by no means mandatory, **ExpoLog Geneva SA** recommends their services to you. If no local forwarder contacts you, please get in touch with ExpoLog Geneva SA for further details.



Shipping addresses / Deadlines

By Airfreight

Goods to reach Geneva Airport **not later than Thursday October 3rd 2019** to :

ExpoLog Geneva SA

Palexpo - 30 route François Peyrot

CH - 1218 Grand-Saconnex – Geneva / Switzerland

Attn: Contact Manuel Mazzini – FEFCO 2019

Notify: Exhibitor's name / booth N°

By truck

Goods to reach PALEXPO site **not later than Monday October 7th 2019** addressed to :

ExpoLog Geneva SA

Palexpo – 30 route François Peyrot

CH - 1218 Grand-Saconnex – Geneva / Switzerland

Attn: Contact Manuel Mazzini – FEFCO 2019

Notify: Exhibitor's name / booth N°

Customs office: GENEVA PALEXPO (NCTS code: CH006521)

By Courier

Please be aware that Courier companies are not able to clear customs and deliver goods to your stand at Palexpo. They will only deliver to Geneva Airport or Palexpo site. In order to keep costs to a minimum, we strongly advise that you consign your goods to **ExpoLog Geneva SA** at the address shown above. On payment of appropriate customs and handling charges, **ExpoLog Geneva SA** will deliver your goods to your stand.

Please make sure that shipments to be imported permanently into Switzerland (no return to origin) are sent Delivery Duty Paid "**DDP**". All charges including any Duties & Taxes to be charged to the shipper.

Delivery terms Customs

All consignments must be sent on freight prepaid terms.

It is the sole responsibility of the Exhibitor to ensure the products and materials they will be exhibiting are lawfully brought into Switzerland and used and displayed only in accordance with the terms and conditions governing the entry of the products and materials into Switzerland and the use of such materials in Switzerland.

Booth fitting material and exhibits can be imported duty-free on a temporary basis against either a ATA carnet or a Customs Bond which **ExpoLog Geneva SA** can supply against payment of a bond fee.

Printed matter for free distribution at the show can be imported duty-free. This also refers to CD-ROM catalogues.

However, giveaways such as pens, lighters, T-shirts, etc. are subject to the payment of duties and VAT. So does any kind of foodstuff or alcoholic beverage.

Therefore, it is advisable to contact **ExpoLog Geneva SA** before shipping such goods in order to obtain precise details about the charges you will have to pay.

Documents

Commercial invoices and packing lists (they can be combined on one document) 5-fold, indicating quantity and nature of goods, gross and net weight and value for each item shipped, as well as weight and dimensions of each package in the shipment. A separate invoice is to be made out for printed matters and give-away. In case of ATA carnets above documents are not required.

Insurance

Handling of stand material and exhibits at Palexpo is performed at the exhibitors' risk. The same applies, should goods disappear in the halls. We, therefore, strongly recommend that insurance is covered for the above risks. **ExpoLog Geneva SA** will cover such insurance only by receiving a written request from the exhibitor.

Storage

Limited storage space is available and can be rented from the official site-agent **ExpoLog Geneva SA**. please contact **ExpoLog Geneva SA**. directly.

Empties

All empties will be removed from the stand as promptly as possible, at the latest on the day prior to the opening day and stored at the risks of the exhibitors. After the show, they will be returned to the stands. Please allow sufficient time for their return to your stand. Do not plan too early departures. Please make sure all empties are labeled showing your name and your booth number. Labels for empties are at your disposal at **ExpoLog Geneva SA** Exhibition Office at Palexpo.

Return transport

Return transports will be organized by the official on-site freight handler **ExpoLog Geneva SA** which will contact each exhibitor respectively.

On-Site Facilities ExpoLog Geneva SA has its own permanent office at Palexpo, located in the service area.

Contact Manuel Mazzini - CEO
manuel.mazzini@expolog-geneva.ch

Opening hours Every day from 08:00 – 12:00 and from 13:30 - 18:00

Services offered by ExpoLog Geneva SA

- Swiss customs Clearance & bond guarantee
- Transportation to and from points of origin
- Transportation from Geneva Airport or truck-terminal to Palexpo
- Site handling (Labours, forklifts, cranes)
- Storage of empty packing cases during the show
- Insurance (transport/storage)
- Storage of exhibits/stand material until next show.

General

All transactions undertaken by **ExpoLog Geneva SA**. are carried out under the general conditions of the Swiss Freight Forwarding and Logistics Association (SPEDLOGSWISS) latest edition. (Copy of which is available on request).

All goods are placed at the stand at the exhibitors' risk even in the absence of himself or the exhibitors' representatives.



General Regulations for the users of the Palexpo site

Version October 2018

The French version of these Regulations is the authentic text.