

EXHIBITOR MANUAL

FEFCO Technical Seminar
Bella Center – Copenhagen

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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
Exhibition build-up	19/10/2021	07:00 - 19:00
Opening day 1	20/10/2021	08:00 - 19:00
Opening day 2	21/10/2021	08:00 - 19:00
Opening day 3	22/10/2021	08:00 - 14:30
Dismantling day	22/10/2021	14:30 - 18:30

Free-Wi-Fi available in the exhibition Hall and Congress center.

Location of the Event and how to get there

VENUE

Bella Center A/S
Center Boulevard 5
DK-2300 Copenhagen S
Tel. +45 32 52 88 11
bc@bellacenter.dk

Bella Center Copenhagen features a central location in the heart of Ørestad with its own Metro station. Bella Center Copenhagen is just 6 kilometers away from Copenhagen Airport and 8 kilometers away from Copenhagen city centre.

Transport to Bella Center Copenhagen

AIRPORT

Bella Center Copenhagen is just a 10-minute taxi drive from Copenhagen Airport (estimated price: DKK 150-200), which offers a wide range of international and domestic flights every day. Regional trains also run from the airport to Ørestad Station.

[Further information via Copenhagen Airport or SAS.](#)

TAXI

A taxi from Bella Center Copenhagen to Copenhagen Airport costs about DKK 150-200.

METRO

If you take the metro, the center of Copenhagen is just a few minutes away. The Metro line M1 runs between Vanløse and Vestamager. The metro station "Bella Center" is located by Bella Center's east entrance. More information at www.m.dk

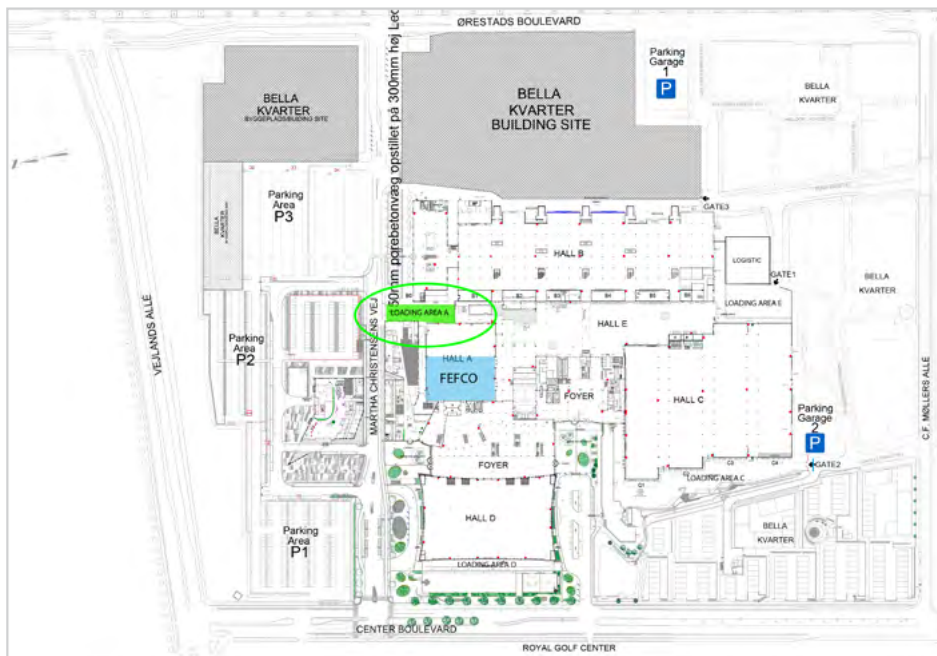
TRAIN

If you plan on travelling by train, Copenhagen Central Station is within reach from Copenhagen Central Station. To get to and from Copenhagen Central Station, you can take the bus line 30, which takes 20-25 minutes. All regional trains also stop at Ørestad Station, where you can transfer to the metro to get to Bella Center Copenhagen. Note that Intercity Trains DO NOT currently stop at Ørestad Station. Information and reservations via DSB.

**BELLA ·
CENTER**
COPEN
HAGEN

Entrance and deliveries Congress Center and Hall A

LOAD/UNLOAD - FEFCO TECHNICAL SEMINAR 2021



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 **15 September**. Max. stand height is 4 m.

The aisles must be clear and stands ready on 19 October by 19h.

It is mandatory that exhibitors order their own booth walls. FEFCO will not allow exhibitors to leave their stand empty. Exhibitors can either build their own stand, either order a basic scheme and the necessary equipment from the Bella Center webshop.

Cleaning: Stand vacuum cleaning on the day before opening is included. Daily vacuum cleaning is available for all. Any exhibitor wishing additional cleaning can order it via the Bella Center webshop.

Bella Center general terms and conditions

Please go to https://bellacentercopenhagen.dk/Files/bcfiler/bccph/downloads/ExhibitorTerms_BCC_GB.pdf and confirm your acceptance.

Stand Information



Hall

The stand

A

WITH BASIC STAND CONSTRUCTION, including:

- Stand wall facing your neighbour(s), off-white plastic laminate
- Fascia board(s) facing gangway(s), off-white plastic laminate
- Company name on one fascia board per 9 m2 stand
- One 12W LED spotlight per 3 m², including power supply
- 10 Amp 1 phase 230V (2,3 kW) power supply (24 hours)
- Wireless internet
- Dark blue carpet (permanent hall floor)
- One daily cleaning (vacuuming of floor and emptying of any wastepaper baskets)



Company name on fascia must correspond with name of company who ordered the booth – any exceptions need to be pre-approved in writing by Fefco, please contact ria.vandenbogaert@fefco.org

If you wish to **remove or make changes** to this basic stand construction, please adjust in the exhibitor portal, where you can search for “remove” and “cancel”. Please note that you will be charged EUR 32,97 per m² if cancellation of construction is ordered after the deadline, when Bella Center Copenhagen has commenced the stand construction in the halls.

IMPORTANT NOTE:

You will find the FEFCO Basic shell scheme by searching for item # 31278

Please remember to order company name on fascia.

Both items are listed on the front page of the webshop:

FEATURED PRODUCTS



BASIC CONSTRUCTION W/ SPOT

Price per sq.m. The item is only offered for stands without basic stand construction included.

537,00 DKK/Sqm



12 CM LETTER

Arial/Helvetica font. 30 colour choices.

0,00 DKK/pcs.

WITHOUT BASIC STAND CONSTRUCTION, including:

- Floorspace only – marked clearly with tape
- Wireless internet
- Dark blue carpet (permanent hall floor)
- General lightning in the hall
- One daily cleaning (vacuuming of floor and emptying of any wastepaper baskets)



Exhibitors building their own stand must obtain written approval for the stand design from ria.vandenbogaert@fefco.org by no later than 15 September

Additional orders

Deadline

Additional orders must be received no later than

Tuesday, 21 September 2021

Request & order confirmation

Please place your order on the webportal, you will then receive an e-mail confirming that your requests have been received. When we have processed your requests, you will receive a formal order confirmation. It is important that you check this, as some requests may not be possible to fulfill for various reasons.

Late orders

Orders received *after the deadline* will be charged with a 25% fee, and cannot be guaranteed delivered in time for commencement of build-up. Furthermore, a 50% price increase will be charged on products ordered after **13 October 2021**. For products within signage and furniture the fee is determined upon request, for orders received after 13 October 2021, however minimum 50%. The orders cannot be guaranteed delivered before the event starts.

Payment for orders during set-up

When you order services at our exhibitor service counter during set-up, we require payment with credit card before delivery. Therefore, we kindly ask you to make sure that you bring a credit card for set-up.

Location of Installation

We reserve the right to place technical supplies in the position we see fit, in cases where no drawing of the desired position has been received. Any relocation of installations etc. will be chargeable.

Cancellation of ordered services

In case an order is cancelled more than 21 days prior to opening of the event, only expenses occurred will be invoiced. In case an order is cancelled less than 21 days prior to opening, Bella Center reserves the right to invoice the full amount of the order related to the catalogue price or the price offered.

Access exhibitor portal

The exhibitor portal closes Wednesday 13 October 2021 23:59. You can send late orders hereafter in an e-mail to FEFCO2021expo@bellacenter.dk

Build-up & dismantling

Build-up- & dismantling period

General build-up:
Tuesday 19 October 2021 07.00-19.00

General dismantling:
Friday 22 October 2021 14.30-18.30

Opening hours at the Exhibitor Service:
Tuesday 19 October 2021 08.00-19.00

Exemption

On this exhibition it is not possible to make exemptions from the above mentioned build-up/dismantling times.

Logistics

Traffic in the halls

NO vehicles are allowed inside the hall for unloading or loading. Please use the area outside the hall for unloading. From there your items can be transported on trolleys, which you may bring yourself. Alternatively, you may contact our logistics partner DSV on phone number +45 32 47 30 17 for assistance. This will be chargeable.

Please note that during dismantling vehicles cannot enter the area outside the halls until one hour after the closing of the exhibition.

Unfortunately it is not possible to park at the hall during unloading or loading. Please see the section **Parking**.

Parking

During build-up and event days you can park your car in the public car park located around Bella Center. It is possible to buy parking tickets at the parking machines in the car park.

For truck parking please visit: <https://app.truckparkingeurope.com/>

Build-up

Building height

Please note that the maximum stand building height is 4 meters.

Rigging in ceiling

All wires at Bella Center Copenhagen must be rigged with a wire lock. These locks can be purchased at the Exhibitor Service during official build-up days followed by a rigging guideline.

Due to safety reasons it is forbidden to load the wires. If you need to lift equipment, you should use chain blocks in rigging points.

Use of sticking material

If you need to stick material on to Bella Center Copenhagen's stand walls and fascia boards you must use a tape called DuploColl 43102, because this kind of tape can be removed without leaving marks or damages. It can be purchased onsite at the Exhibitor Service, where you can also find wall hooks for light weight equipment (e.g. poster frames). If you do not remove sticking material from the stand upon departure you will be charged for damages.

The floor & ceiling in the hall

The floor in hall A

The floor is covered by a navy blue carpet with a very discreet pattern. It is the exhibitor's responsibility to protect the carpet during build-up, it is possible to buy another carpet or floor laid by Bella Center Copenhagen personnel. If you bring your own carpet, please note that you must put an underlay, Eagle soft, between the carpets to avoid any loose assemblies and dents in the carpet.

The ceiling in hall A

Please note the ceiling grid of 3 x 3 m will be placed at the height of 6 m above floor. Power and network etc. will be supplied from the ceiling.

Handling of goods

Goods delivery

It is not possible to deliver goods to the stands prior to the build-up period, unless an exemption for early build-up has been granted. Alternatively, shipments may be delivered to DSV Solutions' warehouse in Bella Center Copenhagen. Please contact DSV Solutions for arrangements, and information on pricing etc.

Phone +45 32 47 30 17 / e-mail: expo@dk.dsv.com

Empty goods

Packaging, pallets and other surplus materials may not be stored in the halls during the event, but must be removed for storage by DSV Solutions for a fee charged to exhibitor. Please contact DSV Solutions to pre-order and get information on pricing etc. At the end of the build-up period, any material left in the aisles will be removed by DSV Solutions at the exhibitors expense.

Left material

Packed goods (pallets, boxes etc.) left on the stand when dismantling hours expires will be removed to DSV Solutions' warehouse in Bella Center Copenhagen and can be collected on the first workday after the event. The handling fee for this will be invoiced to the exhibitor. Please contact DSV Solutions for arrangements, and information on pricing etc. Any other left material will be considered as waste and disposed of at the exhibitors expense.

Services**Internet access**

Wireless network is available in the hall. Please note that own wireless network may NOT be installed without the authorisation of Bella Center Copenhagen, just as IT connections provided by Bella Center Copenhagen may not be shared with a third party. If an internet connection is critical for your stand we recommend a cabled connection. If you need a dedicated (guaranteed) internet bandwidth or special server access we recommend our dedicated products. These are available with thorough description in the exhibitor portal when searching for "Network". If you have any questions regarding your bandwidth requirements, we suggest that you consult with your own IT department.

Catering for the stand

If you wish to order food and beverages, please visit the exhibitor portal and place your order by **Tuesday 13 October 2021** at the latest. After this date you can order via phone +45 32 47 33 42. Please note that if you want to bring in your own catering related products and it requires to be kept cool, or if you wish to prepare food at your stand, Danish Food and health regulations approval must be obtained and you need to contact Bella Center Copenhagen to apply for a permission.

Copy service

If you need to copy or print on A4 or A3 during build-up or event days, please contact the conference counter in Tower 2 at AC Bella Sky Hotel, which is connected to Bella Center Copenhagen (phone +45 32 47 36 00). The opening hours are weekdays 7.00-19.00.

Complaints

Should you wish to lodge a complaint about services supplied by Bella Center Copenhagen, this must be done in *writing* and delivered *before* the event closes.

Contact

Please e-mail FEFCO2021Expo@bellacenter.dk
We are looking forward to assisting you.

Stand Building orders




For any order of stand equipment, audio visual, flowers, please use your login details to order from the Bella Center webshop

Bella Center will pro-actively contact all exhibitors and send them directly their login details to access the Bella Centre webshop.

Shipping Guidelines

DSV is the appointed as the freight forwarder and handling contractor for the FEFCO Technical Seminar.

Shipping instructions

1	ROADFREIGHT GROUPAGE & COURIER	ROADFREIGHT PART- & FULL TRAILER (FOR DIRECT STANDDELIVERY)
	Deadline for arrival - 2 workingdays before requested standdelivery	Arrival during official build-up / breakdown dates
	WAREHOUSE ADDRESS: "Show / stand / company name" DSV Solutions A/S c/o Bella Center Emma Gads Vej, Gate 1 DK-2300 Copenhagen S	DELIVERY ADDRESS: "Show / stand / company name" - <i>please replace with relevant information</i> c/o Bella Center Emma Gads Vej, Gate 1 DK-2300 Copenhagen S
2	AIRFREIGHT	
	Please send freight pre-paid to :	CPH (Copenhagen)
	Deadline for arrival:	EU: 2 days before standdelivery / Non-EU: 4 days before standdelivery
	MAWB CONSIGNEE: DSV Solutions A/S Emma Gads Vej, Gate 1 DK-2300 Copenhagen S	NOTIFY: DSV Solutions A/S "Show / stand / company name" - <i>please replace with relevant information</i> DK-2300 Copenhagen S Tel: +4543203850 / email: expo@dk.dsv.com
3	SEAFREIGHT	
	Please send freight pre-paid to :	International Seaport of Copenhagen
	Deadline for arrival:	7 days before standdelivery
	B/L consignee: DSV Solutions A/S "Show / stand / company name" - <i>please replace with relevant information</i> Emma Gads Vej, Gate 1 DK-2300 Copenhagen S Tel: +4543203850 / email: expo@dk.dsv.com	
4	CASE MARKINGS	
	Please mark all cases clearly as follows:	"Show / stand / company name" - <i>please replace with relevant information</i> DSV Solutions A/S Emma Gads Vej, Gate 1 DK-2300 Copenhagen S 1 of ... / 2 of ... / 3 of ... Etc.
5	CUSTOMS FORMALITIES	
	For Shipments outside the EU we require the following documents for customs clearance: <ul style="list-style-type: none"> ✘ 3 originals of proforma invoice / packing list in English, showing weights, sizes, values, description of content and Harmonized Codes ✘ Separate invoices for temporary goods (Exhibits / Standfittings) and final importation (consumables / advertising materials) or send temporary goods by ATA Carnet ✘ If necessary: Certificate of Origin (Form A / EUR.1) / Special certificates (Health / veterinary) 	
6	CONTACT DETAILS	
	Telephone:	+45 43203850
	Email:	expo@dk.dsv.com

All services are rendered according to the DSV Standard Terms and Conditions and the General Conditions of the Nordic Association of Freight Forwarders - NSAB2015 which can be forwarded upon request

Shipping and handling rates

Fairs & Exhibitions / On-site Services

1. Handling at Venue			
Direct unloading / re-loading of standfitting material	Each way, per trailer	€	925,00
7 ldm or less (minimum € 175,00)	Each way, per ldm.	€	64,00
Consolidated goods from arrival warehouse Bella Center to / from stand (Minimum fee € 185,00 per shipment) (1 cbm = 300 kgs, based on volume or effective weight - whichever is greater)	Each way, per 100 kgs	€	25,00
Courier shipments from warehouse Bella Center to / from stand (up to 50 kgs, excl. clearance charges, if any)	Per shipment	€	95,00
2. Empty Goods			
Pick up from stand, storage and re-delivery (min. 2 cbm)	Per commenced cbm/pcs	€	60,00
Express empties (empty boxes will be returned within 30 min after closing. Available up to max. 20 cbm) Minimum 2 cbm			
1-20 cbm	Per commenced cbm/pcs	€	120,00
Surcharge for handling of empties on 1 and 2 floor			+ 35%
3. Accessible Storage			
Accesible Storage (min 2 cbm)	Per commenced cbm/pcs	€	85,00
Partial Deliveries from warehouse (max 4 cbm per delivery)	Per delivery	€	110,00
4. Lifting Equipment / Manpower			
Labour	Per hour (min. 2 hours)	€	74,00
Forklift 2,5 to with driver - for construction purposes only!	Per hour (min. 1 hour)	€	165,00
5. Equipment Rental			
Rent of pallet truck (normal)	Per day (min. 1 day)	€	55,00
Rent of pallet truck (long)	Per day (min. 1 day)	€	75,00
6. Surcharges (applicable for sections 1, 3, 4 and 5 above)			
Monday-Friday 18:00 - 08:00			+ 50%
Weekends and Bank Holidays			+ 50%
Work done before or after official build-up / breakdown period			+ 35%
Work done on 1 and 2 floor			+ 35%
7. Aircargo			
From free arrival airport to free arrival warehouse incl. airport Handling	min 100 kgs / actual weight		
1-200 kg	Per kg	€	2,50
201-500	Per kg	€	1,50
501-2500	Per kg	€	0,50
2501-4500	Per kg	€	0,35
For shipments above 4500 kgs ask for price.			
For delivery from warehouse to exhibition stand the rates stated in section 1. Handling at Venue (consolidated goods) applies. For shipments exceeding 1000 kgs please ask for special rate			

8. Customs Clearance

Handling of ATA Carnet - each way	€	135,00
Permanent Customs Clearance, Includes 1 tariff no.	€	135,00
Additional tariff nos.	€	25,00
VAT, tax and duties must be pre-paid (as per outlay +15%) prior to goods release		
Temporary Import Clearance	€	250,00
- Additional tariff nos.	€	25,00
VAT, tax and duties must be pre-paid (as per outlay +15%) prior to goods release		
VAT and duties to be refunded within 30 days of finalized re-exportation		
For temporary cleared shipments DSV must arrange the return transport.		
Export Documents, Includes 1 tariff no.	€	165,00
Additional tariff nos.	€	25,00
Surcharge for clearance of goods arriving later than 3 workdays before requested stand delivery		+100%

9. Goods Insurance

Goods value up to € 27.000,00	€	47,00
Goods value exceeding € 27.000,00, please contact DSV		

10. Agency Fee

Agency / Co-ordination fee	Per invoice	€	65,00
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11. Terms of Payment

All charges must be prepaid on-site or by bank transfer. All major credit cards accepted (surcharge 5%)

Claims cannot be set-off against charges for freight and services

All prices are excl. tax and VAT

Charges from other forwarders and shipping agents will be invoiced as per outlay +10%

12. Bank Information

Nordea Bank Danmark A/S, Christiansbro, Strandgade 3, P.B. 850, DK-0900 København C
Account: 2149 0724121284, Swift: NDEADKDK, IBAN: DK1720000724121284

13. Legal Conditions

DSV Standard Terms and Conditions

All services are rendered according to the DSV Standard Terms and Conditions and the General Conditions of the Nordic Association of Freight Forwarders - NSAB2015. In case of contradictions between the DSV Standard Terms and Conditions and the NSAB2015, the NSAB2015 shall prevail. Your legal position is materially altered due to DSV's limited liability in case of loss of, damage to or delay of your cargo. DSV will furthermore obtain the right of lien over your cargo and all claims against DSV are time-barred after 1 year. We recommend that you review the full text of the DSV Standard Terms and Conditions and the NSAB2015 prior to DSV's pick-up of your cargo - [NSAB2015 - DSV Standard Terms & Conditions](#).

Orders undertaken as carrier of overseas carriage are subject to conditions stipulated in the DSV Ocean Transport Bill of Lading/Sea Waybill. Your legal position is materially altered due to DSV's limited liability in case of loss of, damage to or delay of your cargo. DSV will furthermore obtain the right of lien over your cargo and all claims against DSV are time-barred after 9 months. We recommend that you review the full version of the DSV Ocean Bill of Lading before DSV's pick-up of your cargo - [DSV Ocean Transport B/L](#).

Orders undertaken as carrier of carriage by air are subject to conditions stipulated in DSV's House Air waybill. Your legal position is materially altered due to DSV's limited liability in case of loss of, damage to or delay of your cargo. All claims against DSV are time-barred after 2 years. We recommend that you review the full version of the DSV House Air waybill prior to DSV's pick-up of your cargo. [DSV House Air Waybill](#).

In case of discrepancy between the DSV Standard Terms and Conditions and the terms stipulated in the DSV Ocean Transport B/L or the DSV House Air Waybill, the terms of the DSV Ocean Transport B/L or the DSV House Air Waybill shall prevail.

14. Contact Us

DSV Solutions A/S	Telephone:	+45 32 47 30 17
Fairs & Exhibitions		
Bella Center	Telefax:	+45 43 25 35 10
Center Boulevard 5		
DK-2300 Copenhagen S	E-mail:	expo@dk.dsv.com

Waste removal and exhibitor storage

Waste removal on the day before opening is included only for Shell scheme exhibitors.

If storage of empties is required, it must be ordered from DSV.

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.



FOR MORE INFORMATION CONTACT FEFCO

Avenue Louise 250
B - 1050 Brussels

Phone: +32 2 646 40 70
Email: info@fefco.org

www.fefco.org
[@Corrugated_OC](https://www.instagram.com/Corrugated_OC)
Twitter [@FEFCO](https://twitter.com/FEFCO)