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This manual contains all information concerning the organisation of the exhibition, including available services and a reminder of all-important dates and deadlines. Please read it carefully and make sure that all your colleagues involved in the organisation of the exhibition (person in charge of booth design, of forwarding your material to the venue, person who will take care of the organization on site) have a copy of the manual. We thank you very much in advance.

1. YOUR CONTACTS AT INTERGRAF

For any information concerning the exhibition or the conference, please contact our team:

Cristina Munteanu – Exhibition Coordinator

cmunteanu@intergraf.eu

- Reservation of booths
- Orders for additional equipment, break-out rooms & advertisement
- Exhibition logistics & onsite management
- Exhibition invoicing

Simona Barbulescu – Event Coordinator

sbarbulescu@intergraf.eu

- Conference logistics
- Conference programme
- Speakers management
- Social programme and post congress tour

Corinne Durand – Website & Registration Officer

cdurand@intergraf.eu

- Registrations
- Call for papers & speakers management

Reka Sipos – Conference & Project Assistant

rsipos@intergraf.eu

Exhibitor & conference registrations

Doris Schulz-Pätzold – Customer Relations & Certification Manager dschulz-paetzold@intergraf.eu

Certification procedure & invoicing

Hilda Salah – Accounting

hsalah@intergraf.eu

- Payments
- VAT

INTERGRAF

Avenue Louise 130A, bte 2 BE-1050 Brussels, Belgium

Tel: +32 2 230 86 46 - Fax: +32 2 231 14 64

securityprinters@intergraf.eu



2. EXHIBITION TERMS AND CONDITIONS

By reserving an exhibition space, Exhibitors agree to abide by all clauses contained herewith and in the <u>Exhibition Terms and Conditions</u>, and to ensure that these regulations are respected by their stand designers and builders.

Please also refer to the <u>Exhibitors Terms and Conditions</u> applicable at Bella Center Copenhagen, the exhibition venue.

3. FIRE REGULATIONS

All equipment, fittings or materials brought to the venue must be fireproof or made of fire-resistant materials. Exhibitors are not authorized to bring any material that might cause damage to the venue.

No items can be stored behind stands, between panels and walls or under platforms. Storing empty boxes behind your booth is expressively forbidden. Smoking is not permitted in the venue building.

Emergency exits in the exhibition area must be kept clear at all times throughout set-up, exhibition opening hours and dismantling.

Fire extinguishers and electrical service boxes must remain accessible at all times.

4. VENUE CARE

No attachment, fitting or fixture is to be made to the floor, existing carpet, ceiling, walls or decoration of the building. No nail or screw should be driven into, nor are any holes to be made, in any part of the building. Exhibitors will be charged for the cost of repairing, restoring or renewing any damage (as for instance mark of paint or adhesive tape) to the venue.

5. INSURANCE

As mentioned in our Exhibition Terms and Conditions, Exhibitors shall carry out their necessary insurance:

"Art. 14. Insurance

The Exhibitor shall carry out its own insurance, the Organiser assumes no responsibility for the safety of the properties of the Exhibitors and its employees from thefts, damages by fire, accident or any other cause whatsoever. The Exhibitor shall adequately insure all exhibits or any other property brought to the premise of the Exhibition in the joint names of himself and the Organiser on a full "all risks" basis for a sum insured equivalent to the full value of all their exhibits and any other property brought to the Exhibition. The Exhibitor shall provide the Organisers with satisfactory evidence that adequate insurance is in force."

This insurance is not the same as the employers' liability insurance. You may already have a Public Liability insurance; however, it is important to verify that this insurance covers events organized outside your business premises.



6. CONFERENCE & EXHIBITION VENUE

6.1. ADDRESS

The conference and the exhibition will take place at Bella Center Copenhagen.

Bella Center Copenhagen

Center Boulevard 5, 2300 Copenhagen, Denmark www.bellacentercopenhagen.dk

Exhibition hall: Hall A on the Ground Floor

https://www.bellacentercopenhagen.dk/en-GB/Facilities/-Services/Floorplans.aspx

For delivery instructions, please refer to chapter 18 for further information. See also <u>exhibition hall's</u> <u>technical plan</u>.

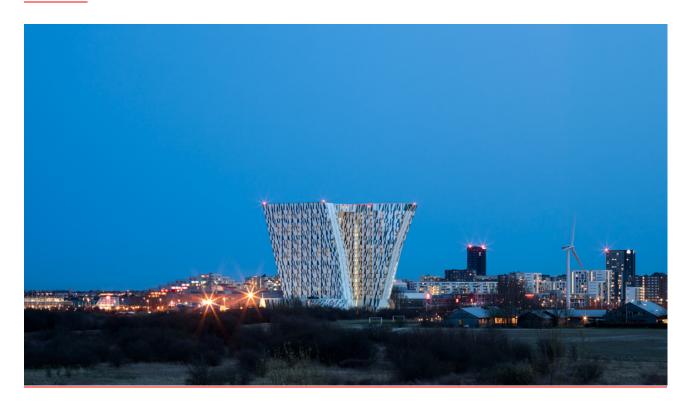
6.2. GETTING TO COPENHAGEN & TO THE VENUE

<u>Click here</u> for detailed information on how to get to Copenhagen.

How to reach Bella Center Copenhagen?

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 center.

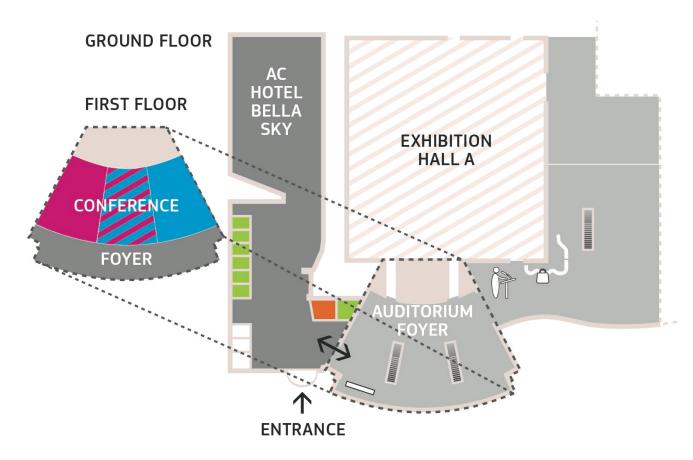
Click here to download a PDF with detailed information on how to reach the venue.





6.3. VENUE MAP & EXHIBITION TECHNICAL FLOORPLAN

Venue floor plan overview



Technical floorplan

Click here to download the technical floorplans.

6.4. DESCRIPTION OF THE EXHIBITION AREA

Exhibition: Hall A

Entrance for exhibiting goods: up to 3,85 meter wide, 3,5 meter high (see the <u>technical plan</u> of Hall A for more details). The entire floor of the exhibition area is covered with carpet (dark blue colour), including in the aisles and the standard booths. Power supplies, network and telephone cables as well as plumbing and compressed air will be run into stands via the hall ceiling.

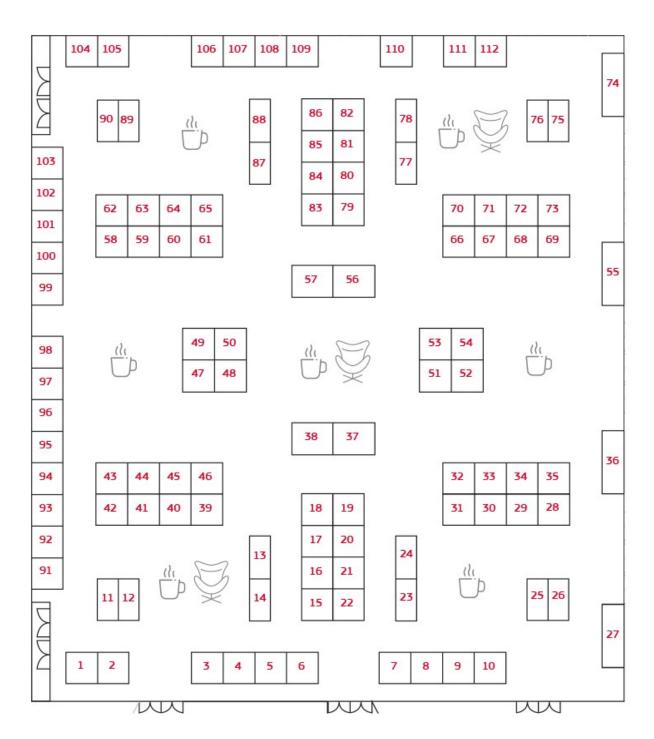
The hall ceiling height is 5.00m high. However, please note for all non-standard (free-built) booths, the height of all installations (partitions, frieze, decoration, signs etc.) is restricted to 3.00m (including platform) to give a homogeneous appearance to the show and ensure that visitors have good, all-round visibility. The height of the modular shell scheme used for standard booths is 2.50 m.

The floor's load capacity is: single-point load per 15x15 cm = 4,000 Kg. Please also refer to Hall A's technical floor plan.



Exhibition floor plan

For an updated list of exhibiting companies, please refer to the event's website: https://www.securityprinters.org/index.php/exhibition-sp19/exhibitor-list





7. CONFERENCE AND EXHIBITION TIMETABLE

Agenda at a glance

https://www.securityprinters.org/index.php/conference-sp19/agenda-at-a-glance

TUESDAY 22/10/2019		WEDNESDAY 23/10/2019	THURSDAY 24/10/2019		FRIDAY 25/10/2019		
WORKSHOP ISO 14298 + CWA 15374	BANKNOTES HIGH MEETING	BANKNOTES HIGH MEETING IDENTITY HIGH MEETING	PLENARY Banknotes and IDs: combating crime in a digital world	SESSION 1 Banknotes: there's an app for that!	SESSION 2 Help! My country's ID document has been compromised	SESSION 9 Cash cycle: the infrastructure of the future	SESSION 10 What's in your face?
				SESSION 3 Enhancing the security ecosystem	SESSION 4 Identification beyond documents	PANEL The impact of changing ownership structures on the banknote supply chain	PANEL Crossing borders and boundaries
				SESSION 5 Going digital: risks and opportunities	SESSION 6 From cradle to grave		
				SESSION 7 Innovative technologies in	SESSION 8 Innovation and	ı	Banknotes
			Exhibition aperitif	new banknote series	interoperability		Identity
Welcome cocktail		Dinner party			Exhibition For certified		
			1			'	companies only



8. SETTING-UP AND DISMANTLING OF THE EXHIBITION

Exhibition set-up

Sunday 20 October 2019, 08.00 – 18.00 hrs (custom-built booths ONLY)

Monday 21 October 2019, 08.00 – 18.00 hrs (custom-built booths ONLY)

Tuesday 22 October 2019, 08.00 – 18.00 hrs (custom-built booths AND standard shell scheme booths)

All booths must be finished and empties removed no later than Tuesday 22 October at 18.00 hrs in order to start the cleaning of the booths and the aisles of the exhibition.

All booths must be complete and ready for the event opening by 10.25 hrs on Wednesday 23 October 2019.

Exhibition opening hours

Wednesday 23 October 2019, 10.25 – 19.00 hrs Thursday 24 October 2019, 08.30 – 18.00 hrs Friday 25 October 2019, 08.30 – 14.00 hrs

Dismantling

Friday 25 October 2019, 14.00 hrs - 20.00 hrs

For safety reasons exhibitors are not authorised to start dismantling before the official end of the conference. Please make sure that all your material and exhibits are removed from the exhibition area by 20.00 hrs on Friday 25 October 2019.

9. STANDARD BOOTHS

9.1. DESCRIPTION OF THE BOOTH STRUCTURE

All standard booths include back and side walls built with white shell scheme, see example below:

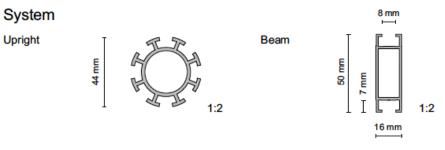
- Aluminum structure 2.50 m height
- White panels
- Panel dimensions: total height 2.50 m (visible 2.40 m), width 96.8 cm (visible 9.56 cm)
- Fascia board on the façade

Please note: unless otherwise requested, corner stands will only have walls on 2 sides. 3-side open stands will only have a back wall and the metallic structure frame.

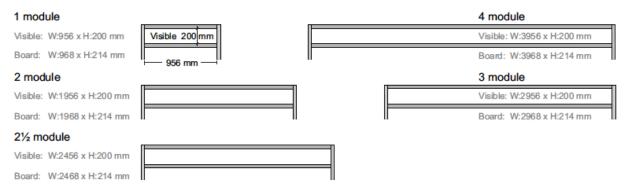
Please refer to chapter 9.2 below for a complete list of furniture and equipment included in your standard booth package.



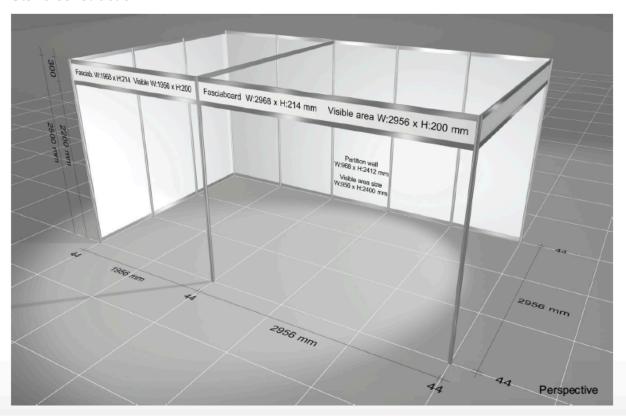
Technical information



Fasciaboard



Stand construction





9.2. FURNITURE, LIGHTING, ELECTRICITY AND CARPET

Each standard booth includes the following standard furniture:

- 1 high round table white top
- 3 white high stool
- 1 white counter
- 1 waste bin
- 3 spotlights (1 per 3 sqm)
- Standard electricity connection (1 electrical plug per booth). The electricity connection is delivered as 10 Amp, 230V, 1 fuse (2,3 kW). The delivery is made with 1 extension cord with 3 outlets.
- Dark blue carpet (general carpet in Hall A)



Electricity will be provided in the exhibition either from the ceiling or from the floor. This will depend from the booth position. Booths placed against existing wall will get the electricity from the floor, while booths in the middle of the room will be provided from the ceiling. Some exhibitors will host the "power box" inside their booth in order to deliver electricity accordingly.

Please note: In case you require raw exhibition space, without the standard booth shell scheme and furniture, the rental cost for the exhibition space remains the same. Booths with raw space will need to order a separate power supply and fuse board using Form 6 – Electricity.

9.3. BOOTH LAYOUT

Please send us by 1 August 2019 a drawing of your booth mentioning the position of the panels, the electricity supply and the furniture as you wish to find it placed at the booth, using Form 5 – Booth layout.

10. NON-STANDARD (CUSTOM-BUILT) BOOTHS

10.1. BOOTH DESIGN AND LAYOUT

We remind you that if you build a non-standard booth, the stand design requires prior approval from the organisers, including technical approval from the venue. Exhibitors are not entitled to use a bigger space than the contractual rented space, nor should the booth structure impede other exhibitors.



For all non-standard booths, the height of all installations (partitions, frieze, decoration, signs etc.) is restricted to 3.00m height to give a homogeneous appearance to the show and ensure that visitors have good, all-round visibility.

If you are employing a contractor to build your stand, please make sure they receive a copy of our Exhibition Terms and Conditions, of this Exhibitor Manual and of the Exhibitor Terms & Conditions applicable at Bella Center Copenhagen and return Form 4 – Stand builder information by 1 August 2019.

Exhibitors must submit their proposed booth design (scale 1:100) with layout and elevation plan indicating all dimensions and including identification of walling, raised platform, machinery, store rooms and special structures, by 1 August 2019. Make sure that your booth can be built within the given timeframe and is in conformity with the Exhibitor Terms & Conditions applicable at Bella Center Copenhagen.

The floor's load capacity is: single-point load per 15x15 cm = 4,000 Kg. Please note the floor is covered with carpet (dark blue).

Please note: the actual stand width can be reduced due to the structure of the standard booths around your booth. Please ask your stand builder to contact us in advance regarding the exact measurements of the available space. It is mandatory to provide clean finishing to all visible sides of your custom-built stand.

It is not mandatory to provide Intergraf with fire resistance certificates in advance of the exhibition. However, you must hand them over to Bella Center Copenhagen during the setting-up of the exhibition upon request. For further information on safety and fire-fighting, please refer to the Exhibitor Terms & Conditions applicable at Bella Center Copenhagen.

10.2. BOOTH SET UP & DISMANTLING

Accredited stand builders will have access for set-up of the custom-built booths on:

Sunday 20 October 2019, 08.00 – 18.00 hrs Monday 21 October 2019, 08.00 – 18.00 hrs Tuesday 22 October 2019, 08.00 – 18.00 hrs

All booths must be finished and empties removed no later than Tuesday 22 October at 18.00 hrs in order to start the cleaning of the booths and the aisles of the exhibition.

Dismantling of all booths

Friday 25 October 2019, 14.00 hrs - 20.00 hrs

10.3. ACCESS FOR BOOTH BUILDERS DURING THE EXHIBITION

If you need your stand builder to access the exhibition area during the event days, on Wednesday, Thursday or Friday, please request a technical access badge via Form 4 (max 2 badges per exhibiting company).



This badge will give access to the exhibition area only on Wednesday from 07.30 to 10.30 hrs and from 19.00 to 19.30 hrs, Thursday from 08.00 to 08.30 hrs and from 18.00 to 18.30 hrs and on Friday from 08.00 to 08.30 hrs.

11. BOOTH CLEANING

All booths (standard and non-standard) will be vacuum cleaned by the organisers and waste bins emptied once per day.

12. ADDITIONAL FURNITURE

Please find enclosed Form no. 7 – Additional furniture, listing furniture that you may rent for your booth. In case some furniture you would need is missing on the list, please contact us. Please return the form duly filled-in by 1 August 2019.

13. ELECTRICITY SUPPLY, AUDIOVISUAL AND INTERNET

The standard in Denmark is 230V. Appliances from North America require a transformer and British, Swiss and Italian ones an adaptor. Please note that neither the Bella Center, nor Intergraf will be able to supply you with those transformers or adaptors.

The standard electricity supply is of 2,3kW. For tri-phase electricity, please inform us well in advance to make sure it is available at your booth.

If you have any special requirement concerning the electricity supply, please fill-in Form 6 – Electricity, AV & IT.

Form 6 also lists audiovisual equipment and internet connection you can order for your booth or break-out room at the venue. Please return the form duly filled-in by 1 August 2019 at the very latest.

14. DIGITAL PRINTING ON PANELS / WALLS

For digital print on booth walls or custom lettering and logo on fascia, please use Form 8 and send the data according to the technical requirements stated in the form by 1 August 2019.

15. FLOWERS AND PLANTS

Form 9 lists a selection of plants arrangements you can order for your booth or break-out rooms. Should you not find the requested plant/flower arrangement, please contact us with your requirements.



16. CATERING IN THE EXHIBITION AND IN THE BREAK-OUT ROOMS

Coffee break areas and water fountains will be located in the exhibition area – please see the exhibition floor plan for their exact location.

Please note: Exhibitors are NOT authorized to bring their own food and beverage for the exhibition and the break-out rooms as the venue has an official caterer. There are, however, exceptions for tastings at the stand and food handed out from the exhibition booths. Please contact F&B.orders@bellacenter.dk for detailed guidelines.

If you wish to order food and beverage for your booth, please order catering directly to:

Bella Center Services

phone: +45 3247 3419

email: <u>F&B.orders@bellacenter.dk</u> From 8.30 to 16.30 on week days

If you wish to order food and beverage for your break-out room, please contact directly:

Contact: Nicoline Baden

E-mail: niba@bchg.dk

Direct phone: +45 3247 3611

17. BREAK-OUT ROOMS

To book a break-out room, please return Form 3 by 30 May 2019. Rooms are booked on a first-come first-served basis so please check first with us for meeting room availability.

18. FORWARDING OF MATERIAL, CUSTOM CLEARANCE & STORAGE

18.1. OFFICIAL SHIPPING CONTRACTOR

The company **DSV Solutions A/S** is the official on-site freight forwarder at the Bella Center for the transport of exhibits, the storage of material in advance of the exhibition as well as the storage of empties during the exhibition.

Shipping information and onsite handling tariffs are enclosed in Annexes. Please contact DSV directly to organise the delivery of your material to your booth.

Deliveries will be accepted on 21/04/2015, from 8:00 to 18.00 hours, unless otherwise agreed between the exhibitor and DSV. If an exhibitor is not at his booth when the parcel arrives, delivery firms will be required to place the parcel on the booth, at the recipient's risks.

Intergraf and Bella Center Copenhagen decline all liability in case of theft, damage or deterioration of pre-delivered goods.



Parcels must be clearly labelled with the booth number, the company name, the name of the contact person authorised to collect the parcel and a phone number to be contacted in case of problem. Please see the shipping instructions in the Annexes.

Parcels should be sent to the following address:

DSV Solutions A/S Bella Center

Center Boulevard 5

DK-2300 Copenhagen S

Phone: +45 32 47 30 17 Email: expo@dk.dsv.com SecurityPrinters 2019

Booth number and company name Contact person and phone number

If you are using a courier service and need custom clearance, please contact DSV in advance for assistance with on-site custom clearance.

If you use your own transport company please refer to the instructions for the non-standard booths. Please note that there is no storage facility at the Bella Center for the empties. To arrange for your empties storage, please contact DSV directly.

Intergraf and Bella Center Copenhagen decline all liability in case of theft, damage or deterioration of pre-delivered goods.

18.2. CUSTOM CLEARANCE

DSV is available to provide international exhibitors with any information they may require to carry out the following compulsory procedures within the defined timeframes:

- Customs clearance operations for goods coming from non-EU countries
- Customs clearance operations on exit

Exhibitors may either appoint their own forwarding agent to complete the formalities for them or complete the formalities themselves. They take sole responsibility for any errors or delays arising from the provision of incorrect information.

19. LOADING / UNLOADING & TRANSPORT OF MATERIAL TO THE BOOTH

Delivery for the exhibition hall A

Please refer to the technical plan and instructions for Hall A.

Set-up & Build-up

Do not send any deliveries to Bella Center Copenhagen venue in advance of the show. If you wish to send in advance please contact DSV.

Event deliveries will not be accepted via the main (front) entrance of the building.



During build-up for an event, all vehicles must unload as quickly as possible, and then be immediately removed from the loading area and taken off site. On-site parking is not permitted for any HGV, long wheel base, Transit or Sprinter vehicle.

Unloading times will be prioritised based on stand location and whether unloading services have been booked through DSV. Due to space restrictions in unloading areas, we advise unloading by forklift as it is generally quicker than manual unloading.

Bella Center Copenhagen do not provide trolleys, pump trucks or forklifts.

For the rental of a forklift or forklift truck, please contact DSV (see contact details above and in Annexes).

Note that the Bella Center will NOT transport your material from the loading bay to your booth. Neither will they remove your empties after the setting-up. If empties must be stored and used at dismantling, DVS must be booked for this service, otherwise Bella Center will remove and trash the empties. If you need any assistance, please contact DSV. Please contact them directly for any further information.

20. PARKING

There are different parking possibilities close to the Bella Center. Please refer to the information in Annexes for access. Parking price in external parking lots (P1, P2 and P3) is DKK 100 per day. (approx. 13,51 Euro - per day).

Truck parking: No possibility to park any truck on the premises of Bella Center Copenhagen. Please find a truck parking area nearby Bella Center through this link https://app.truckparkingeurope.com/#/

21. EXHIBITORS IN EVENT PUBLICATIONS

The participation of exhibitors will be advertised on the event website, in the Onsite brochure & Exhibition Catalogue (printed publication distributed on-site) and on the event mobile application. The same information will be published in these publications.

In case <u>Form 1 - Company information</u>, has not been submitted by 30 May 2019, the organisers reserve the right to publish only the company name and booth number.

In addition, the list of exhibiting companies will be published in the event invitation brochure and on-site and online event documentation. These publications are included in the price of your booth.



22. PR/PRESS INFORMATION AND PHOTOGRAPHS

Please note that journalists, editors and photographs are not eligible to participate in our conference and exhibition. As a consequence there is no press room at the venue and no press list can be communicated. Should you wish to meet with the InfoSecura Editor, Mr Manfred Goretzki, please set-up an appointment with him by sending an e-mail to securityprinters@intergraf.eu.

In case you wish to make official pictures of your stand, please ensure those are done by your stand builders during their access time. We also kindly ask you not to take any photos of another booth without permission. An Intergraf official photographer will take pictures of each stand during the event.

23. DISTRIBUTION OF PROMOTIONAL MATERIAL

We remind you that all business, including the distribution of literature and promotional material must be conducted from your booth. Exhibitors' staff will not be authorized to hand out any marketing or promotional documentation / materials in any part of the venue.

24. REGISTRATION OF YOUR STAFF TO THE EVENT

Two complimentary access passes per booth are included in the exhibitor package and booth rental fee. Any additional exhibitor staff is payable.

There should be one staff member in charge of staffing the booth during the whole exhibition and responsible for the material exhibited.

Online registration will open on 20 May 2019.

25. HOTEL ACCOMMODATION

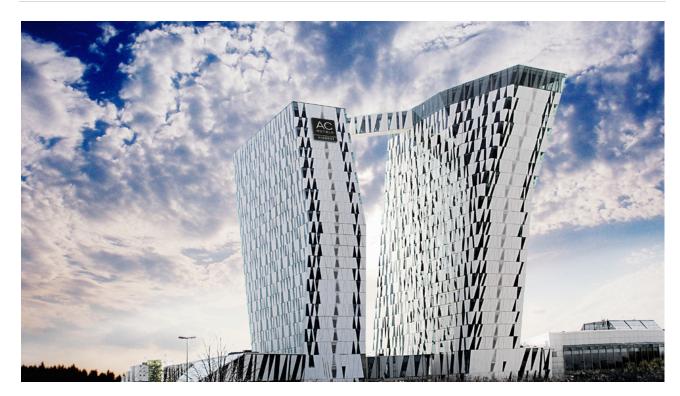
Intergraf is pleased to partner with **AC Hotel Bella Sky Copenhagen** as our official, headquarter hotel for SecurityPrinters 2019 in Copenhagen:

https://www.securityprinters.org/index.php/copenhagen/hotel-booking

With 23 floors, 811 rooms and a total of 30 meeting rooms, the 4-star designer hotel AC Hotel Bella Sky Copenhagen is one of the largest and most attractive hotels in the Nordic region.

The rooms are furnished with high quality Scandinavian design and equipped with facilities to ensure a comfortable stay, including free wireless Internet in every room. The hotel has a variety of restaurants and bars, all of which make a unique impression.





A word of caution: beware of hotel room poachers!

Intergraf has not mandated any housing bureau for SecurityPrinters 2019.

Unauthorised travel agencies, wholesalers or destination management companies claiming to represent Intergraf may contact you to offer 'assistance' with hotel booking and/or request non-refundable deposits via email, phone or fax.

These agencies, wholesalers and companies are in no way affiliated with Intergraf or authorised to use our name or trademark in any solicitations. Intergraf does not disclose any personal information collected from this website or previous events to third parties, and cannot be responsible for any reservation made through any unauthorised agency, wholesaler or company pretending with be affiliated with SecurityPrinters 2019 or endorsed by Intergraf.

We strongly recommend that you book your hotel for SecurityPrinters 2019 either via the <u>official booking link</u> or through a service provider that you do know and trust. If you have received unauthorised solications from someone using Intergraf's name or have any concerns about room poaching or piracy, please obtain as much information as you can, such as the name of the company and person calling and a phone number, and let us know at <u>securityprinters@intergraf.eu</u>.

26. CHECKING-IN FOR THE CONFERENCE AND EXHIBITION – ACCESS BADGES

Exhibitors are requested to pick up their badges on Tuesday 22 October from 9.30 to 18.00 hrs at the registration desk at the main entrance of the event's venue. You are kindly requested to wear your badge at all times in the exhibition and conference area during set-up, exhibition opening hours and dismantling as well as during all social events.



27. DEADLINES OVERVIEW

Deadline	Action	Order form	Checked ✓			
5 Dec 2018	Submit company information & logo for the exhibitors list (to be published on the event website, mobile application, printed publications)	Form 1 (online only)	Ľ			
10 April 2019	Submit advert layout for the printed Conference Invitation brochure (to be published in April)					
15 May 2019	Order advertisement in event's publications	Form 2				
15 May 2019	Deadline to book a breakout room (first come, first served). After this date, meeting rooms can be booked upon availability	Form 3				
15 May 2019	Inform Intergraf if you are bringing your own designed booth (non-standard booth)					
20 May 2019	Conference registration open online at www.securityprinters.org					
1 Aug 2019	Submit proposed stand design for non-standard booths. Submit booth drawing (scale 1:100 with layout and elevation) for approval.					
1 Aug 2019	Submit stand builder information (non-standard booths)	Form 4				
1 Aug 2019	Submit booth layout for standard booths	Form 5				
1 Aug 2019	Order for additional electricity supply, audio-visual equipment and internet	Form 6				
1 Aug 2019	Order for additional furniture	Form 7				
1 Aug 2019	Order for digital printing on panels/walls	Form 8				
1 Aug 2019	Order for flowers and plants	Form 9				
15 Aug 2019	5 Aug 2019 Submit artwork for digital printing on panels / walls					
30 Aug 2019	Deadline to register the booth attendants	Form 10 (online only, opening 20 May 2019)				
30 Aug 2019	Order catering for booth and breakout rooms	Directly via Bella Center				
2 Sept 2019	Deadline for early registration additional delegates					
5 Sept 2019	Submit advert layout for the printed the Onsite Participant's Guidebook & Exhibition Catalogue and the List of Participants (if ordered advertisement)					
1 Oct 2019	Registration cancellations made after this date and no-shows will incur a charge of 100% of the total invoiced fees					

28. ANNEXES

1. Order forms

Form 1 – Company profile (online only)

Form 2 – Advertisement in event publications

Form 3 – Breakout rooms

Form 4 – Stand builder information

Form 5 – Booth layout

Form 6 – Electricity supply, AV & IT

Form 7 – Furniture

Form 8 – Digital printing on panels/walls

Form 9 – Flowers and plants

- 2. Catalogue of furniture and stand equipment
- 3. Shipping instructions (DSV)
- 4. Customs clearance and onsite handling information (DSV)

