

eComExpo 2023

Bella Center, October 26-27, Hall D

In this document, you as an exhibitor get access to practical information, technical regulations and safety rules that apply to eComExpo 2023 in Bella Arena, Copenhagen. It is up to you as the stand manager to pass on this information to the stand builder you choose to work with.

THE STAND

Your stand includes

- Floorspace only.
- Wireless internet
- One daily cleaning (vacuuming of floor and emptying of any wastepaper baskets)
- Some stand includes walls, see in you order confirmation and also on the current drawing.

Carpet

It is mandatory for all exhibitors to have carpet or floor in their stand.

Wall Construction

If you want to set up a wall by your own (that is not included in your stand), you must follow the restrictions below.

- Wall construction along a corridor or in direct connection to a booth neighbor must be approved by the organizer and booth neighbor.
Apply for permission to moa@elife.se
- Wall construction alongside an isle may only be covered 1/3 of the stand side.
- Partition dividing walls must be left neat and white to the neighbor.
- Exposure and constructions over 2,5 m must be approved by the organizer, read more under height construction.

Height Restrictions

eComExpo has a fixed maximum height of 2.5 m that applies to all stand constructions and exposure such as banners, walls, signs, or other advertising message that takes place over a height of 2.5 meters. You must apply for permission for a higher building height, send your drawing for review to moa@elife.se. A fee for height construction and advertising exposure will be added. The organizer has the right to demand dismantling if no permission has been granted for a specific build.

Rigging in ceiling

Bella Center must establish the rigging points, but you can use it to mount your own chain block. 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 is a tiled concrete floor. Only removable tape is permitted. Power, plumbing, network etc. will be supplied via the subfloor service ducts. The fire ventilation windows in the ceiling are without inflow of lights.



ASSEMBLING AND DISMANTLING

Entry

Logistic guide and layouts showing where to unload will be uploaded to the exhibitor portal in due time before the event and will also be sent to all exhibitors per e-mail.

Bella Center/Hall D

Center Boulevard 5
2300 Copenhagen S

Assembling

Tuesday 24 October	08.00 - 22.00
Wednesday 25 October	08.00 - 22.00

Dismantling

Friday 27 October	17.00 - 24.00
Saturday 28 October	08.00 - 16.00

During dismantling, it is not permitted to use the visitor entrance (Entrance 6).

Requests for exemptions to the above build-up/dismantling times must be ordered via the exhibitor portal in the section "Booth shell scheme" and hereafter "Earlier in / later out". A charge of EUR 675,- excl. 25% VAT per stand will be made for each extra day of build-up/dismantling agreed upon. All approved exemptions will be invoiced, whether they have been used or not.

ORDERS FROM BELLA CENTER

Deadline

Orders must be received no later than **21 of September**.

Request & order confirmation

Please place your order on the web portal, 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 to be delivered in time for commencement of build-up. Furthermore, a 50% price increase will be charged on products ordered after **17 of October**. For products within signage and furniture the fee is determined upon request, however minimum 50%. The orders cannot be guaranteed delivered before the event starts.

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 **23 of October at 23:59**. You can send late orders hereafter in an e-mail to:
eCar2023@bellacenter.dk



HANDLING OF GOODS

Packages & goods arriving before stand build-up:

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

Packages & goods arriving during stand build-up and event:

Here, you must ensure that couriers are supplied with the correct name of the event, company name, telephone number, stand number, and you also need to ensure that you are on the stand to receive and sign for deliveries. If not, couriers are referred to DSV, which receives and stores your package/goods and deliver them directly to you on the stand. You will be invoiced for this service by DSV.

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 exhibitor's 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.

LOGISTICS

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.

Access to the hall with vehicles will be conditional on the walking/working traffic in the hall. This means that we do not permit vehicles in the hall due to safety reasons if many people are working in hall.

On the last build-up day, all unloading must take place outdoors as vehicles are not permitted in the halls at this late stage. Please note that during dismantling vehicles cannot enter the area outside the halls until one hour after the closing of the exhibition.

Arrival of the cars

Cars for test driving can be parked directly on arrival, there will be a sign for each exhibitor. However, you may not connect the car to the charging pole before our approval, as the poles will be installed during moving in days.

Cars in the stand, you can only place when the stand is ready. If they arrive before, you need to use the public parking spaces.

Parking

Unfortunately, it is not possible to park at the hall during unloading or loading. During build-up and event days you can park your car in the public car park named P1. It is possible to buy parking tickets at the parking machines in the car park or via the app (Apcoa or EasyPark).

Trucks

Trucks can be parked at P3. Please note that this is a public parking space with a fee for parking.



VEHICLES

If you would like to have a vehicle in your stand, you must submit an application to Bella Center Copenhagen with a description and drawing of the location. The deadline is **21 of September 2022**. For approval you also need to follow below.

- All charging of electric cars may only be done outdoors.
- Maximum number of vehicles per booth is 6.
- There **MUST** be at least 5 meters between cars at one booth to the cars at the next booth.

Car keys

Car keys must be handed to the security guards after opening hours and can be collected again in the morning. The guard will be placed at the exhibitor desk to receive the keys in the evening and return them in the morning. You will find the exhibitor desk at Entrance 6.

ACCESS FOR EXHIBITORS

All staff who work in the stand during the fair, will receive an exhibitor card. You can collect these at the service desk located in the foyer. During the fair's opening hours, the badges can be picked up at the regular desk in Entrance 6, but we prefer that you pick them up before the opening days. You don't need an access card during build-up and dismantling.

During opening hours, exhibitors have access to their stand one hour before opening and one hour after closing.

Register your staff at the link below. You will then receive an email confirmation sent to the first email entered. Bring the email confirmation and scan these on site to receive your exhibitor badges.

REGISTRATION HERE

OPENING HOURS

Opening hours visitors

Thursday 26 October	09.00 - 17.00
Friday 27 October	09.00 - 17.00

SERVICES

Internet access

Wireless network is available in the hall. Please note that own wireless network may NOT be installed without the authorization 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 **23 of October** at the latest. After this date you can order via eCarExpo2023@bellacenter.dk or phone +45 32 47 33 61. 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 07.00-19.00.

Complaints

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

Moa Stevrin

eComExpo/Organizer

+46 70 272 27 89

moa@elife.se

Bella Center Copenhagen

eCar2023@bellacenter.dk

