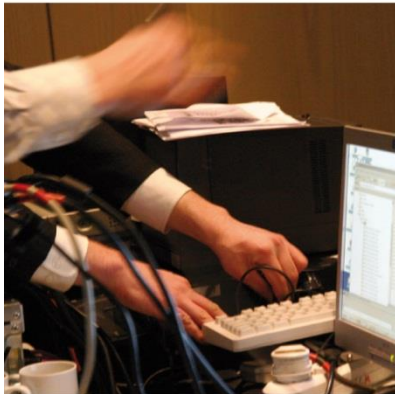


# servicehandbook

**IMPORTANT INFORMATION FOR ALL EXHIBITORS:** The Venue – How to reach us.

**Your Contact** – We are your capable consultant. **Delivery, Installation and Removal** – Guidelines to ensure a smooth process.



Orders for additional equipment for your stand space can be placed via [Online Exhibitor Portal](#) until 30<sup>th</sup> September 2022.

**m:con**  
VISION INTO CONVENTIONS

## Diabetes Herbsttagung 2022

### in Cooperation with the DGA 51<sup>st</sup> Annual Conference

Diabetologie & Angiologie – Auf einem Bein kann man nicht stehen

24<sup>th</sup> – 26<sup>th</sup> November 2022

(Exhibition Open from 25<sup>th</sup> – 26<sup>th</sup> November 2022)

Hybrid Congress

Please note the regulations of the hygiene concept!

Version 1

# servicehandbook

**FOR EXHIBITORS:** Important Information – Compact and Clear

On the following pages, we provide you with the most important information for a successful exhibition at RheinMain CongressCenter Wiesbaden. You will find facts and data on all aspects of the venue and your exhibition space, the guidelines concerning installation and removal of exhibition materials, and – last but not least – your relevant contacts.\*

As a long-standing professional congress organizer – with successful congresses held across venues in Germany and beyond – **m:con** has extensive experience in organizing congresses and producing events and is offering individual solutions, with excellent conception, organization, as well as its own state-of-the-art equipment.

The professional m:con team will be happy to support you at any time.

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\* Subject to change.

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## Directory

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**Please forward all the required information concerning the exhibition to your exhibition stand constructors promptly!**

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## 01 | Venue and Exhibition Data

### ■ Venue

RheinMain CongressCenter (RMCC)  
Friedrich-Ebert-Allee 1  
65185 Wiesbaden  
Germany  
<https://www.rmcc.de/>

### ■ Delivery Times for Installation

When entering the area of the RheinMain CongressCenter by vehicle, a deposit of EUR 100 cash will be collected. When leaving the loading area in time, the deposit will be refunded. Please find more information on the tiering of deposits and duration of stay on page 12.

***The following time slots for delivery must be adhered to:***

Day	Time	Delivery
<b>Wednesday, November 23<sup>rd</sup>, 2022</b>	07:00 a.m. – 10:00 a.m.	Stand sizes above 70 sqm
	10:00 a.m. – 01:00 p.m.	Stand sizes 30 – 69 sqm
	01:00 p.m. – 10:00 p.m.	Stand sizes 15 – 29 sqm
<b>Thursday, November 24<sup>th</sup>, 2022</b>	07:00 a.m. – 10:00 p.m.	Stand sizes below 15 sqm

**If you deliver with a 40-ton truck, please coordinate the exact time slot within the above-mentioned time window with the logistics partner Jens Steinbrück Dienstleistungen (for contact details, see page 11.)**

Waiting periods may occur at any time.

### ■ General Installation Times

Your installation time begins with the above-mentioned time slot for delivery, assigned according to your stand size.

Wednesday, November 23<sup>rd</sup>, 2022      07:00 a.m. – 10:00 p.m.

Thursday, November 24<sup>th</sup>, 2022      07:00 a.m. – 10:00 p.m.

(Sessions of the DGA Annual Conference will already be taking place simultaneously in the RheinMain CongressCenter.)

Please note: Stand installation must be completed by Thursday, November 24<sup>th</sup>, 2022, at 10:00 p.m. and the venue must be vacated by that point.

**Please note:  
Loading and  
unloading is not  
permitted after  
10:00 p.m.!**

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Exhibition Opening Hours

**The Exhibition will not yet open on Thursday, November 24<sup>th</sup>, 2022!**

Friday, November 25<sup>th</sup>, 2022                      08:00 a.m. – 06:00 p.m.

Saturday, November 26<sup>th</sup>, 2022                    08:30 a.m. – 03:30 p.m.

## ■ Dismantle and Removal Times

Please note, that when entering the area of the RheinMain CongressCenter by vehicle for the purpose of collecting stand materials, then, too, a deposit of EUR 100 cash will be collected. When leaving the loading area in time, the deposit will be refunded. Please find more information on the tiering of deposits and duration of stay on page 12.

**Please note:  
Loading and  
unloading is not  
permitted after  
10:00 p.m.!**

***The following time slots for delivery and collection must be adhered to:***

<b>Day</b>	<b>Time</b>	<b>Task</b>
<b>Saturday, November 26<sup>th</sup>, 2022</b>	04:00 p.m. – 10:00 p.m.	Collection of small stands sizes below 20 sqm
	04:00 p.m. – 05:30 p.m.	Empties delivery for stands sizes above 70 sqm
	05:30 p.m. – 07:00 p.m.	Empties delivery for stands sizes 30 – 69 sqm
	07:00 p.m. – 10:00 p.m.	Empties delivery for stands sizes 20 – 29 sqm
<b>Sunday, November 27<sup>th</sup>, 2022</b>	07:00 a.m. – 10:00 a.m.	Collection of stands sizes 20 – 29 sqm
	10:00 a.m. – 12:30 p.m.	Collection of stands sizes 30 – 69 sqm
	12:30 p.m. – 10:00 p.m.	Collection of stands sizes above 70 sqm

**If you deliver with a 40-ton truck, please coordinate the exact time slot within the above-mentioned time window with the logistics partner Jens Steinbrück Dienstleistungen (for contact details, see page 11.)**

Waiting periods may occur at any time.

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## ■ General Dismantling Times

Your dismantling time begins with the above-mentioned time slot for delivery and collection assigned according to your stand size.

Saturday, November 26<sup>th</sup>, 2022                      04:00 p.m. – 10:00 p.m.

Sunday, November 27<sup>th</sup>, 2022                      07:00 a.m. – 03:00 p.m.

For safety reasons, dismantling and removal on Saturday, November 26<sup>th</sup>, 2022, is permitted only after 04:00 p.m., Booth building personnel are not allowed to enter the CongressCenter earlier. In case of non-compliance, m:con is entitled to charge the exhibitor a penalty.

Please note: To prevent noise disturbances, dismantling and removal must be completed by 10:00 p.m. on Saturday.

The dismantling times must be complied, as ongoing and subsequent events will otherwise be disrupted. If exhibition stands are not dismantled on time, you will be charged for having them removed.

**For all important details concerning loading, unloading, deposit regulations etc., please refer to page 12.**

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## 02 | Contacts

### ■ Scientific Body

Deutsche Diabetes Gesellschaft  
Albrechtstr. 9  
10117 Berlin  
Germany  
T: 030 311 -69-37-0

Deutsche Gesellschaft für Angiologie -  
Gesellschaft für Gefäßmedizin e.V.  
Schiffbauerdamm 40  
10117 Berlin  
Germany  
T: 030 208 888 31

### ■ Organizer

m:con – mannheim:congress GmbH  
Rosengartenplatz 2  
68161 Mannheim  
Germany

### ■ Exhibition Organization / Industry Management

m:con – mannheim:congress GmbH  
Ms. Romina Frank  
T: +49 (0)621 4106-377  
[romina.frank@mcon-mannheim.de](mailto:romina.frank@mcon-mannheim.de)

### ■ Exhibitor Badges / Registration Management

m:con – mannheim:congress GmbH  
Ms. Sabrina Steder  
T: +49 (0)621 4106-199  
[ht.ddg.dga.registrierung@mcon-mannheim.de](mailto:ht.ddg.dga.registrierung@mcon-mannheim.de)



# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## 03 | Directions to the Venue

### ■ By Car

Please enter the following address into your GPS:

RheinMain CongressCenter

Friedrich-Ebert-Allee 1

65185 Wiesbaden

### ■ By Public Transport

The bus stop “Rheinstrasse / RheinMain CongressCenter” is 100 meters from the RMCC with several bus lines stopping there every two minutes daily.

The ESWE lines 1, 4, 8, 14, 27, 30, 45, 46 and 47 as well as lines from the RTV-Verbund stop at this bus stop. More information on the exact timetables at [www.rmv.de](http://www.rmv.de).

The RMCC is just two stops from Wiesbaden train station. It is 5 – 10-minute walk: Cross Gustav-Stresemann-Ring, walk past the park “Reisinger-Anlagen” and follow along Friedrich-Ebert-Allee until you reach the RheinMain CongressCenter on your left.

### ■ Parking facilities

The RMCC’s own carpark offers 800 parking spaces, height limit of 2,10 m, against a fee. The carpark is accessible from the Friedrich-Ebert-Allee.

The “Parkhaus Luisenplatz”, just 5 minutes away, offers another 320 spaces.

The “Parkhaus Lili” with 370 spaces, and the “Tiefgarage Lili” with 790 spaces, are ten minutes on foot from the RMCC.

#### RheinMain CongressCenter car park:



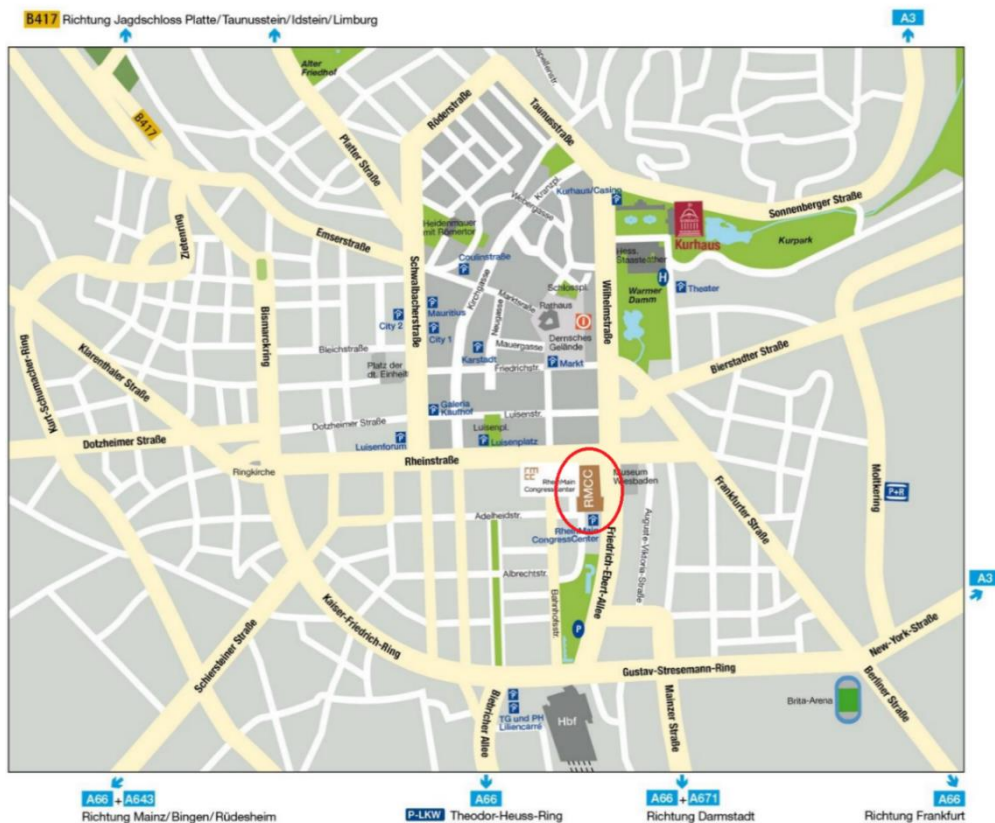
Parking on the outdoor premises of the RMCC is not permitted!



# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

Further car parks:



- Parking garage RMCC – 800 spaces
- Parking garage Luisenplatz – 320 spaces
- Parking garage Lili – 370 spaces
- Underground car park Lili – 790 spaces
- Parking garage Markt – 604 spaces
- Parking garage LuisenForum – 800 spaces
- Parking garage Galeria Kaufhof – 248 spaces
- Parking garage City I – 180 spaces
- Parking garage City II – 300 spaces
- Parking garage Mauritius – 380 spaces
- Parking garage Coulinstraße – 380 spaces
- Parking garage Karstadt – 510 spaces
- Parking garage Theater – 320 spaces
- Underground car park Kurhaus/Casino – 520 spaces

Please pay attention to the Wiesbaden parking guidance system.

**Please see additional information and directions for arriving on the premises of the RMCC during the loading and unloading period on page 12.**

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear


## Parking for trucks

Parking facilities for trucks during the times of installation, the event itself, and dismantling are available on “Wettinerstraße” and “Abraham-Lincoln-Straße.” Please note that these are public streets, where we have no influence on available spaces.

### **Stellplätze für LKW (öffentlicher Parkraum – keine Reservierungsmöglichkeit)**



 **RheinMain CongressCenter**  
Friedrich-Ebert-Allee 1 | 65185 Wiesbaden

 Wettinerstraße  
 Abraham-Lincoln-Straße

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## 04 | Information on Delivery and Installation

### ■ Delivery / By Courier

Due to limited space, deliveries can only be carried out on the indicated days and during the indicated times of installation and must proceed directly to the stand space.

For organizational reasons, earlier deliveries are **subject to a fee** and have to be coordinated in advance with the official service partner **Jens Steinbrück Dienstleistungen (for contact details, see page 11.)**

Otherwise, earlier deliveries will not be accepted and instead will be returned **at your costs**.

For deliveries of advertising material, brochures, and other articles, please indicate the following extended address:

**Jens Steinbrück – Dienstleistungen**  
**c/o RheinMain CongressCenter Wiesbaden**  
**Diabetes Herbsttagung / 51. Jahrestagung der DGA, 24. – 26.11.2022**  
*Company Name*  
*Stand Number*  
*Name of your contact on site*  
*Mobile number of your contact on site*  
**Adelheidstraße 4**  
**65185 Wiesbaden**  
**Germany**

Please be sure to always indicate the event and stand number for all deliveries!

Please note that deliveries must be made directly to the stand area. RheinMain CongressCenter and the organizer do not accept any deliveries and do not assume any liability for deliveries. **All deliveries are left to the owner's own risk.**



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FOR EXHIBITORS: Important Information – Compact and Clear

■ **Loading and Unloading at the RheinMain CongressCenter (during set-up and dismantling times) für all vehicle types**

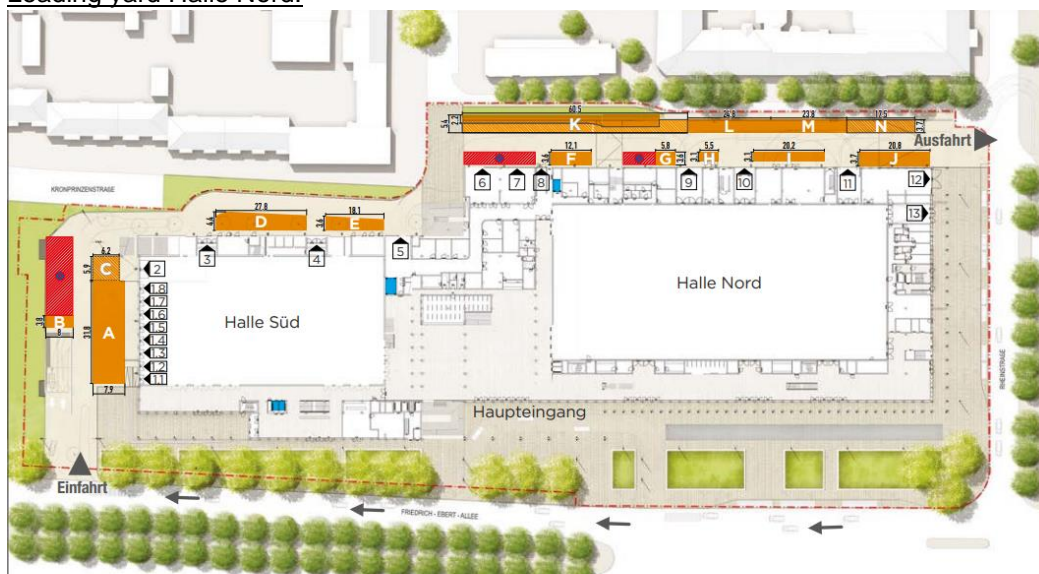
The loading area can be accessed via the gate on Friedrich-Ebert-Allee 1. Guard personnel will open the gate. **Entry is granted upon paying a deposit of EUR 100 in cash.** The payment, entry time, and maximum duration of stay will be noted on a receipt. When leaving the premises on time, before exceeding the maximum granted duration of stay, the deposit will be refunded.

Please see the following tiers for the maximum duration of stay:

DELIVERY / INSTALLATION	
Vehicle Type	Duration of Stay
Passenger car	1 hour
Sprinter van	1,5 hours
Trucks up to 12 tons	1,5 hours
Trucks above 12 tons	2 hours

COLLECTION / REMOVAL	
Vehicle Type	Duration of Stay
Passenger car	0,75 hours
Sprinter van	1 hour
Trucks up to 12 tons	1 hour
Trucks above 12 tons	1,5 hours

Loading yard Halle Nord:



⊗ Tor  
 ⓧ Ladeposition  
 ⊘ Halteverbot / P Einsatzfahrzeuge  
 Ⓜ Lastenaufzug

# servicehandbook

**FOR EXHIBITORS:** Important Information – Compact and Clear

All vehicles may only enter the loading yard for loading and unloading and must be driven out of the loading yard immediately after the loading process. All loading activities must be performed within the assigned time slot. Parking is not permitted after the loading or unloading process has been completed.

The access roads to the halls and hall entrances must be kept clear as escape routes and may not be blocked at any time by construction materials, means of transport, vehicles, components, or other objects.

Vehicles may only be parked in the areas designated for this purpose. Pedestrian areas and the areas in front of the hall gates as well as any doors must be kept sufficiently clear.

If you are delivering pallets, please note that the RheinMain CongressCenter cannot provide a pallet truck.

The RMCC logistics guidelines can be downloaded from the following link:  
<https://www.rmcc.de/service/ausstellerunterlagen.php>

## ■ Lifts / Goods Lifts

The delivery will take place at the loading zone (access via Friedrich-Ebert-Allee 1) at ground level to hall north (Halle Nord) of RheinMain CongressCenter. There is no goods lift needed for delivery.

## ■ Storage

It is absolutely impossible to store any kind of exhibits or empties before, during, or after the exhibition at the RheinMain CongressCenter. The storage of empties can be dealt with by the forwarding company **Jens Steinbrück Dienstleistungen**:

### **Jens Steinbrück Dienstleistungen**

Adelheidstraße 4  
65185 Wiesbaden  
Germany

T: +49 611 / 330 99 69

[info@steinbrueck-dienstleistungen.com](mailto:info@steinbrueck-dienstleistungen.com)

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## 05 | Information on the SARS-CoV-2 Hygiene Concept

(Version August 15<sup>th</sup>, 2022, subject to changes)

Please note that the official Corona Regulations of Hessen must be observed at all times: <https://www.hessen.de/Handeln/Corona-in-Hessen>

We reserve the right to make changes according to official regulations.

It is the responsibility of the exhibitor to inform their service providers about the rules and regulations. For exhibitors and their service providers, the occupational health and safety standard SARS-CoV2 of the BMAS is binding.

If a hygiene concept is necessary for the Diabetes Herbsttagung 2022 in cooperation with the 51st Annual Meeting of the DGA, you will be informed about the regulations and rules approximately 4 weeks before the start of the congress.

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## 06 | Stand Information A – Z

*The legal stipulations and regulations in their most current form, as well as the Technical Guidelines of RheinMain CongressCenter, must be observed for all exhibition stands, facilities, exhibits, materials, and advertising materials that are brought into the RheinMain CongressCenter.*

*Technical guidelines and information sheets can be found here:*

<https://www.rmcc.de/service/ausstellerunterlagen.php>

### ■ Additional Orders

Any kind of additional equipment (furniture, carpet, stand cleaning etc.) can only be ordered via the [online exhibitor portal](#) until **September 30th, 2022**.

Re-orders and all orders after the above-mentioned date can only be placed to a limited extent with a price surcharge of 20 %.

Orders on site can only be placed to a limited extent until 12:00 p.m. on the last installation day (Thursday, November 24<sup>th</sup>, 2022), with a price surcharge of 50 % as well as an additional processing fee of EUR 75 per order.

**In case your stand constructor is supposed to place additional orders for your exhibition stand, please click “Dienstleister Anmeldung” when logged in to the exhibitor portal and enter your stand constructor’s email-address.**

The stand constructor will then be informed via e-mail, will be able to log in themselves using the e-mail-address you entered, and will be authorized to place additional orders for your exhibition stand.

### ■ Advertising

Any sort of advertising is only allowed within the stand area rented by the exhibitor and only for the exhibitor’s own company and the exhibited articles manufactured or distributed by the exhibitor’s own company. Any advertising effort outside the stand area has to be approved by the exhibition organizer.

The distribution and display of printed matter and advertising materials outside your own stand area is only permitted by our licensed service partner Dr. Wilhelmus. If you are interested, please contact:

Additional orders can only be placed online via the exhibitor portal until September 30<sup>th</sup>, 2022



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FOR EXHIBITORS: Important Information – Compact and Clear

## Dr. Wilhelmus GmbH

Mr. Jens Liebler

T: + 49 (0) 2204 / 9797 061

F: + 49 (0) 2204 / 9797 063

[info@dr-wilhelmus.de](mailto:info@dr-wilhelmus.de)

### ■ Audio- / Visual Presentations

Any kind of presentations at the stand requires the organizer's approval. Approval is granted with the pre-requisite that the presentation will not negatively affect or interrupt neighboring stands and the ongoing congress.

The organizer shall have the right to cancel a presentation in the event of disregard of this regulation.

### ■ Construction Heights

All stand constructions with a height of **2.50 m** or more, as well as **covered constructions larger than 30 m<sup>2</sup>**, must be approved by the exhibition organization by submitting the stand construction approval form as well as corresponding stand and view sketches (including floorplan sketches, plans for electrical hook-ups, cross section sketches) by **October 12<sup>th</sup>, 2022**. The form can be downloaded [HERE](#).

**Structural  
restrictions must  
be observed  
everywhere.**

Stand constructions below 2.50 m in height and foldable stand systems do not have to be submitted for approval.

Please be aware of the following guidelines:

Stand walls adjacent to neighboring stands can be built with a height of up to **3.50 m**. All additional stand heights of up to 7.00 m (single elements) must be coordinated with and approved by the exhibition organization.

Floorings of all kinds that exceed the height of 4 mm require approval by the organizer, have to be highlighted in contrasting color, and secured against stumbling and tripping.

For safety reasons, we additionally recommend securing floor coverings with a height of 2.5 cm or more with canted edges in contrasting color or by backlighting the stand edges.

For differences in height of 20 cm or more, additional safety measures must be taken (i.e. installing railings, having platform statics approved etc.).

# servicehandbook

**FOR EXHIBITORS:** Important Information – Compact and Clear

**The back side of stand constructions bordering neighboring stands, as well as stand constructions that stand in the open, must be neutral in color (white or light gray) and of a smooth surface.**

**If you plan to display your company logo or graphics on an attachment or cube facing directly towards a neighboring stand, a distance of at least 1 m must be maintained between the two booths.**

All sides facing the visitor aisles should be designed to be open or kept transparent.

## ■ **Damage**

The exhibitor is responsible for any damage to facilities of RheinMain CongressCenter, floors, etc., as well as to material left or lent to him.

No objects of any kind may be leaned against, stored on, or attached to columns, walls, or doors. Suitable sign stands or bulletin boards must be used for posters. Tacking, nailing, or screwing into walls, columns or floors is prohibited. A pad must be used when assembling or disassembling truss systems or sharp-edged elements. Welding and cutting work are not permitted without prior approval. No flammable liquids may be brought into the building. The use of woodworking and metalworking machines without suction equipment, i.e. chip extraction, is not permitted.

## ■ **Disposal**

Please note that the stand rental fee does not include waste disposal or cleaning of the stands.

The exhibitor is responsible for the proper and environmentally compatible disposal of waste generated during the construction, running time, and dismantling of his stand. The exhibitor is the producer of this waste. The waste must always be disposed of at the exhibitor's own expense.

It is possible to order waste disposal by the m<sup>3</sup> for set-up and dismantling. The order is placed via the [online exhibitor portal](#).

Stand cleaning can also be ordered via the online exhibitor portal until September 30<sup>th</sup>, 2022. The daily stand cleaning includes the emptying of trash cans on the stand.

Disposal in third-party waste containers or other facilities on the exhibition grounds is expressly prohibited. The construction and dismantling of the stand and the

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

operation of the trade fair must not be impaired. If no order for waste disposal has been received, the organizer and the RheinMain CongressCenter assume that no waste will be generated or that it will be taken away by the exhibitor. The obligation to properly dispose of all waste exists for all exhibitors and stand constructors.

In general, reusable and eco-friendly materials have to be used for the installation and the operation of a stand. It is not allowed to leave any materials at RheinMain CongressCenter. Any materials left are disposed of without checking the value at the exhibitor's cost and at a higher charge.

## ■ Electricity

The laying of electrical cables outside the stand, as well as connection to the supply network may only be carried out by RheinMain CongressCenter employees. For electrical installations within the stand area, as well as for the laying of electrical cables, the instructions of VDE must be observed.

The responsibility for self-installation at the stand lies with the exhibitor.

**Should you require electrical installations at a specific location, please indicate this on the order form by providing a sketch.**

The connection is made at the nearest possible connection point of the network. Each exhibitor is obligated to grant other exhibitors without direct access to supply ducts a connection via their own stand area.

The equipment and the illumination of the stands must be disconnected from the grid by the exhibitor after the end of the exhibition, at the end of the day and before leaving the stand respectively. In case of non-observance as to the above-mentioned switching-off regarding equipment and illumination, the organizer reserves the right to charge any costs that may result from additional consumption of electricity to the exhibitor's account.

In order to provide suitable protection, all electrical appliances which generate or radiate heat (cooking plates, spotlights, transformers etc.) must be mounted on non-flammable, heat-resistant bases not containing asbestos. These appliances require approval by the exhibition organizer which must be applied for **until October 10<sup>th</sup>, 2022**, at the latest.

Please note that a firewatch may be necessary, subject to a charge.

Devices which do not have a CE marking may not be used as a matter of principle. Orders for electricity can only be placed via the [online exhibitor portal](#) until September 30<sup>th</sup>, 2022.

**Stand equipment and illumination must be disconnected from the grid each time before leaving the stand!**

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Emergency Exits and Escape Routes

The aisles between the exhibition areas serve as escape routes in case of an emergency. Therefore, aisles must not be blocked at any time.

***Escape routes must always be kept free of hindrances.***

The exit doors, emergency exits, and their signposting must never be obstructed, built over, closed in, obstructed by drapes, or obscured in any way.

Because of their fire protection function, the doors may not be wedged or fixed with adhesive tape.

## ■ Empties

During the installation, the duration of the congress and the removal period, it is not allowed to store empties in the stand area, outside the stands, inside the RheinMain CongressCenter and in its outdoor area. Any empties are to be removed immediately. Removal and storage of empties can be dealt with by the service provider **Spedition Jens Steinbrück Dienstleistungen** (for contact info, see “Storage”, page 13.)

## ■ Exhibitor badges / Congress Tickets

Industry exhibitor badges

For every 10m<sup>2</sup> of exhibition space, you are entitled to two free exhibitor passes for the duration of the event. Additional passes cost EUR 30 (gross) per day or EUR 60 (gross) for the entire duration of the event.

Exhibitor passes are personalized and allow access to the scientific program. Exhibitor passes do not allow access to fee-based program items such as workshops or courses, and company-sponsored symposia (exception: company-own symposia).

No CME points can be collected with an exhibitor pass.

You will automatically receive an email with further information and a booking code which you can use to order exhibitor badges (free ones and additional ones), presumably towards the end of September.

**Exhibitor badges can be ordered until November 2<sup>nd</sup>, 2022.**

If you have any questions regarding the exhibitor passes, please contact:

m:con Registration Management

Ms. Sabrina Steder

T: +49 (0)621 4106-199

[ht.ddg.dga.registrierung@mcon-mannheim.de](mailto:ht.ddg.dga.registrierung@mcon-mannheim.de)

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FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Exhibitor Info Desk

During the event, a help desk for exhibitors will be set up with the conference counter, to address all questions exhibitors may have.

Also, during the installation days, there will be a service desk in Halle Nord to help you with additional orders etc.

## ■ Fire Protection

All stand or decorative materials must be flame-retardant in accordance with DIN 4102-1 and classified as at least B1, or in accordance with EN 13501-1 at least classified as B/C s1 d0. Proof of flame-resistance must be available to be presented at the stand at all times.

The fire extinguishers, wall hydrants and pushbutton alarms available at RheinMain CongressCenter must not be obstructed or made inaccessible under any circumstances. It is also prohibited to make their signs unrecognizable.

## ■ Fire Extinguishers

Stand and event spaces are required to have appropriate fire extinguishers (as per DIN EN 3, fire classifications A,B,C, with at least 10 units (Löscheinheiten)) at the ready at all times, during the installation, course of the event, and dismantling period.

For every additional 200 m<sup>2</sup>, as well as for catering spaces, kitchens, and all areas where food is prepared using heated fats and oils, the appropriate fire extinguishers (fire classifications A,F) are required to be at the ready.

All fire extinguishers have to be placed where they are clearly visible and easily accessible at all times. They have to be mounted securely in suitable floor or wall mounts where they are prevented from tipping over but still readily accessible.

All fire extinguisher sites have to be labelled in accordance with the respective regulation, the "Unfallverhütungsvorschrift / BGV A8 / (Sicherheits- und Gesundheitsschutzkennzeichnung am Arbeitsplatz)".

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Floor Covering

Halle Nord: Terrazzo floor, beige

**We therefore strongly recommend that you use carpet or any other flooring on your stand. Depending on the stand location, there may be floor ducts.**



When installing floor coverings, carpet etc. using double-side adhesive tape, please note that it has to be removed without residue.

**Carpet can be ordered via the [online exhibitor portal](#) until September 30<sup>th</sup>, 2022.**

Floor coverings and other floors have to be laid accident-proof and must not extend out over the stand boundaries.

When installing floors using double-sided adhesive tape, make sure that no residue remains during dismantling. Any soiling that is not removed will be removed at the exhibitor's expense.

The maximum floor loading capacity is 500 kg per sqm. Loads should be distributed evenly, concentrated heavy loads have to be avoided at any rate. If you plan to exhibit items exceeding the maximum weight, it is required to seek prior approval by the organizer m:con.

**Exhibition stands are supplied with electricity, water and compressed air via floor channels to the stands. Depending on the location of the exhibition stand and the nearest canal, this may mean that access to other stands must be via part of your stand area.**

## ■ Forklift Trucks / Hand Pallet Trucks / Manlifts

Please note that the RheinMain CongressCenter cannot provide forklifts or hand pallet trucks. This service can be requested from the service provider **Jens Steinbrück Dienstleistungen** (for contact info, see page 13).

The use of forklifts indoors is prohibited throughout the RheinMain CongressCenter.

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Glass / Acrylic Glass Constructions

Only safety glass may be used in the construction of superstructures.

Edges of glass sheets must either be rounded or designed in such a way that there is no risk of injury. Structures made entirely of glass must be marked at eye level.

## ■ Grinding Work / Work with Open Flames

All welding, cutting, soldering, melting, grinding and other work which poses a fire hazard must be reported to RheinMain CongressCenter before the work starts and applied for in writing each day.

Areas surrounding such flame work must be adequately screened off to eliminate danger. Fire extinguishers must be kept in the immediate vicinity. Moreover, an additional firewatch is required, which is subject to a charge at the exhibitor's expense.

## ■ Guarding

The organizer of the exhibition provides a general guarding without accepting responsibility for damage or loss. Articles brought to RheinMain CongressCenter are at the owner's risk. RheinMain CongressCenter and the organizer do not assume responsibility.

The exhibitor himself must take care of a separate guarding of his stand and goods. Stand guarding service can only be ordered online via the online exhibitor portal.

## ■ Hazardous Materials

It is forbidden to use open fire or naked light of any kind, e.g. spirit, fuel, oil, gas, etc.

## ■ High-frequency Units and Radio Units

The use of high-frequency equipment and radio units requires approval by the organizer m:con. The request for approval may be submitted until 6 weeks prior to the beginning of the installation period at the latest. Non-compliance with this rule may result in disturbances to the event, which will result in costs that are at the exhibitor's expense.

The commissioning of frequency equipment during the set-up and dismantling phase or during the duration of the event requires prior notification to and approval by the Federal Network Agency ("Bundesnetzagentur"), unless you are operating under a "Allgemeinzuteilung".



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FOR EXHIBITORS: Important Information – Compact and Clear

Please contact:

Mr. Dirk Otto  
Bundesnetzagentur  
Seidelstraße 49  
13405 Berlin  
Germany

E-Mail: [Dirk.Otto@BNetzA.de](mailto:Dirk.Otto@BNetzA.de)

T: +49 30 4374 1022

Fax: +49 30 4374 1181

mobile: +49 172 593 8165

Seeking approval with the Federal Network Agency does not exempt you from seeking approval by the organizer m:con as well.

## ■ Hotel Reservations

Hotel rooms can be booked via HRS by following the link:

<https://www.hrs.de/web3/?clientId=ZGVfX2RkZ25ldQ,1>

## ■ Householder's Right

RheinMain CongressCenter and the service providers commissioned by RheinMain CongressCenter shall have householder's rights vis-à-vis the exhibitors, their builders and all individuals located in the exhibition space. The organizer shall have the right to expel from the RheinMain CongressCenter individuals who do not adhere to the regulations of RheinMain CongressCenter, or the services providers commissioned by RheinMain CongressCenter or who violate the conditions for participation. The organizer shall also have the right to ban these individuals. RheinMain CongressCenter, persons commissioned by RheinMain CongressCenter, the police, the fire department and the supervisory authority shall have access to the stands at any time.

## ■ Illumination

The general illumination at RheinMain CongressCenter might not be sufficient to illuminate the individual stands effectively. The exhibitor is responsible for the lighting of the exhibition stand. In your own interest, we recommend the planning of an additional installation of illumination at your stand.

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FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Insurance

The exhibitor shall be liable for all personal and material damages that arise from the operation of their exhibition stand and materials. It is recommended that the exhibitors obtain adequate insurance protection.

## ■ Internet / EDP

Please note that in case internet access is ordered, the configuration or installation of additional hardware and software brought by the customer is not part of the booked service. The exhibitor is responsible for the observance of the licensing agreement in case of software brought by themselves.

Internet access can be ordered exclusively via the RMCC. The exhibitor is responsible for the rented technical equipment for the duration of the rent.

## WLAN

A WLAN basic version free of charge will be provided to all congress participants. Please note that all visitors have access to the base W-LAN, it is therefore only to be used for small data traffic such as checking e-mails etc.

The log-in data will be published on site.

For increased traffic and complex presentations at the booth, we recommend booking a broadband LAN-connection.

The installation and operation of individual WLAN networks is not permitted in the RheinMain CongressCenter! Non-compliance may result in claims for damages by the organizer or the neighboring exhibitors concerned.

## ■ Mobile Congress App

The free mobile congress app provides participants with full information about the congress quickly and conveniently on their smartphones always at their fingertips. Here, they can find the program schedule as well as hall plans and a list of all exhibitors.

You can use this opportunity to showcase your company in the list of exhibitors. We will send you a link via e-mail where you can enter a detailed company profile presumably towards the end of August.

## ■ Motor Vehicles as Exhibits

Including motor vehicles as part of the exhibit is only permitted after receiving approval and only in compliance with certain regulations. Please contact the exhibition organizer for more information.

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Musical Reproduction

Any kind of musical reproductions shall be subject to provisions of the German Act for Protection of Copyright and Related Property Rights (“Urheberrechtsgesetz”), Section 15 of the German Copyright Act (“Urhebergesetz”), and shall require the approval of GEMA, the musical authors’ rights society, which can be contacted at:

GEMA Generaldirektion Berlin

Postal address:

Postfach 30 12 40

10722 Berlin

Germany

Office address:

Bayreuther Str. 37

10787 Berlin

Germany

Tel: +49 30 212 45-00

Fax: +49 30 212 45-950

E-Mail: [gema@gema.de](mailto:gema@gema.de)

[www.gema.de](http://www.gema.de)

Musical reproductions that have not been registered with GEMA may result in damage claims being filed by the latter (cf. Section 97 of the Copyright Act).

## ■ Radiation Protection

The use of radioactive materials as well as the use of X-ray systems, stray-radiation devices or laser systems is subject to approval and must be reported to the responsible authorities. The current statutory safety regulations and ordinances must be complied with. Legally required permits must be applied for by the exhibitor from the relevant authorities and must be received by the exhibition organization at least 6 weeks before the start of the event.

## ■ Smoking

**Smoking is strictly forbidden at any time throughout the entire indoors area of the RheinMain CongressCenter**

**Smoking is  
strictly forbidden  
in the entire  
indoors area of  
the RheinMain  
CongressCenter!**

# servicehandbook

FOR EXHIBITORS: Important Information – Compact and Clear

## ■ Stand Cleaning and Waste Disposal

It is possible to order waste disposal by the m<sup>3</sup> for set-up and dismantling. The order is placed via the [online exhibitor portal](#).

Stand cleaning can also be ordered via the online exhibitor portal until **September 30<sup>th</sup>, 2022**. The daily stand cleaning includes the emptying of trash cans on the stand.

Please note that booking an exhibition space does not include cleaning services or waste disposal. The exhibitor or stand constructor is responsible for the proper and environmentally sound disposal of the waste arising during the construction, hire period and dismantling of their stand. Waste must strictly be disposed of outside the trade fair site by the exhibitor or stand constructor at their own expense.

## ■ Stand Construction Companies and Service Providers

The exhibitor's service handbook and all important information regarding the exhibition have to be forwarded to all involved exhibition construction companies and other service providers in time by the exhibitor.

The exhibitor's handbook is at your disposal online at <https://industrie-diabetes.de/> at any time.

## ■ Stand Installation

All stands have to be installed as self-supporting constructions. Fastenings on walls, pillars and floors of the exhibition halls are not allowed. The exhibitor is responsible for the safety of the stand and is obliged to provide proof.

It is not allowed to exceed the assigned stand space.

Putting up advertising materials on walls, pillars or other parts of the venue is not allowed. Light fixtures and signs may not exceed the limits of the stand either. m:con retains the right to bill the exhibitor for any additionally used space.

**The back side of stand constructions bordering neighboring stands, as well as stand constructions that stand in the open, must be neutral in color (white or light gray) and of a smooth surface.**

**If you plan to display your company logo or graphics on an attachment or cube facing directly towards a neighboring stand, a distance of at least 1 m must be maintained between the two booths.**

The exhibitor's service handbook is available online at any time.

# servicehandbook

**FOR EXHIBITORS:** Important Information – Compact and Clear

Escape routes, fire alarms, hydrants, electrical distributors, switchboards, and telephone distributors must always remain freely accessible. There must be a safety distance of at least 1 m to the ceiling sprinklers.

RheinMain CongressCenter and the exhibition organizer m:con reserve the right to insist on the modification of stands which are deemed inadequate or non-approved along with the right to order the removal of inappropriate exhibits when they are either bothersome or dangerous to visitors or neighboring exhibitors. Grave security defects can also lead to either partial or complete closure of the stand.

## ■ Stand Planning

Each exhibitor is responsible for examining the rented space and its structural conditions on site (built-in fixtures, pillars, fire alarms, wall hydrants, ventilation systems, as well as floor conditions etc.) and for planning to construct the stand accordingly. RheinMain CongressCenter and the organizer do not assume liability for the accuracy of dimensions stated in hall and stand plans.

## ■ Stand Roofs

Generally, all exhibition stands must be open at the top to ensure the functionality of the sprinkler system.

## ■ Storing of Informational Materials and Brochures

The storing of informational materials such as brochures is only possible within the stand area and only in the quantities absolutely necessary for the given day. The storing of any materials outside the assigned stand area is not permitted.

## ■ Suspensions

Suspensions in Halle Nord are only partially possible at the RheinMain CongressCenter and require written permission by the organizer m:con.

**If you have any questions regarding technical possibilities, please contact the technical staff of RMCC directly, no later than October 14th:**

Technisches Veranstaltungsmanagement  
RheinMain CongressCenter  
T: +49 611 1729 467  
Mail: [veranstaltungstechnik@wicm.de](mailto:veranstaltungstechnik@wicm.de)

# servicehandbook

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**Please note the specifications under "Construction Heights" on page 16.**

We would like to point out that the installation of suspensions may only be carried out by the RheinMain CongressCenter. After seeking approval with m:con, suspensions can be ordered with RheinMain CongressCenter.

## ■ Technical Guidelines

The technical guidelines of RheinMain CongressCenter must be observed.

You can find them at:

<https://www.rmcc.de/service/ausstellerunterlagen.php>

## ■ Theft

To keep the danger of theft as low as possible, we ask you, in your own interest, not to leave your stand unattended after the delivery of exhibits. In general, stand guarding, especially for the nights, is recommended. In any case, you should lock away valuable goods during the night. We recommend you never leave your stand unattended during the opening hours and to make goods in danger of theft especially secure. On removal, we ask you not to leave your stand before valuable goods have been loaded or handed over to the carrier. If this is not possible, it is advisable to book a stand guard.

## ■ Water Connections

Water connections in the RheinMain CongressCenter are only available to a limited extent and can only be used in certain locations. For further information regarding availability and the order process please contact the exhibition organization:

Ms. Romina Frank

[romina.frank@mcon-mannheim.de](mailto:romina.frank@mcon-mannheim.de)

Behind Halle Nord, there will be a small room that features a water connection that is to be utilized instead of using water from the restrooms or catering kitchens.

## ■ Woodworking

The German regulation concerning hazardous substances (GefStoffV - §8 sections 2.2 and 2.7) requires that appropriate suction equipment be fitted to woodworking machines. If this regulation is not heeded, RheinMain CongressCenter will stop the assembly work.

# servicehandbook

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## 07 | Catering

**We would like to sensitize you to consider the context of the congress in your catering selection and to put a focus on healthy, fresh and balanced products (e.g. fruit, yogurt, muesli, wholefood sandwiches). Chocolate and candy should be avoided.**

Non-alcoholic beverages, tea and coffee may be served; alcohol is prohibited.

Please also ensure appropriate sizing (e.g., number and configuration of packed lunches) and keep ecological considerations in mind. In addition, we ask you to offer food and beverages with little odor in the exhibition.

**Please note that as of August 1<sup>st</sup>, 2022, Kuffler Congress Catering will no longer be the exclusive caterer at RMCC!**

We will inform you in due time in an info mailing about the contact details of the caterer who will provide congress catering in the context of the Diabetes Herbsttagung 2022 in cooperation with the 51st Annual Meeting of the DGA.

Contact info:

Tba.

**Please note that a firewatch will be required for food preparation in the booth area and will be subject to a fee. A permit request must be submitted to the m:con exhibition organization no later than 6 weeks before the start of the congress.**



# servicehandbook

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## 08 | Disclaimer

Items brought into our house are at the owner's risk, RheinMain CongressCenter and the organizer accept no responsibility for any items deposited. There is no guarding at the exhibition. Stand guarding service can be ordered via the order forms.

Should you have any further questions concerning the exhibition, please get in touch with the indicated contacts.

**RheinMain  
CongressCenter and  
the organizer accept  
no liability for objects  
brought into the  
building.**