

EAU22 | AMSTERDAM

18-21 March 2022

Cutting-edge Science at Europe's largest Urology Congress



EXHIBITOR MANUAL

www.eau22.org

eau European
Association
of Urology



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Dear Exhibitor,

On behalf of the European Association of Urology, I am very pleased to present you with the Exhibitor Manual for the upcoming 37th Annual EAU Congress in Amsterdam.

Comprehensive additional information on key dates, contacts, EAU exhibition rules and regulations and EAU services is also provided.

For technical orders and various additional facilities and services you may need to set up your exhibit, please refer to the RAI Amsterdam Webshop.

I urge you to take particular note of all applicable deadlines and due dates; meeting these dates will avoid unnecessary expenses.

Please share this information with any staff in your company and/or third parties involved in the EAU22 exhibition.

We kindly request you to observe the rules and regulations of the EAU and of the RAI Amsterdam and look forward to a successful EAU congress and exhibition!

We have made every effort to ensure that the Exhibitor Manual is comprehensive and easy to use but if you have any further questions, please do not hesitate to contact me.

With kindest regards,

Henriet Wieringa
Exhibition Manager

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1. KEY DATES AND DEADLINES

| | |
|--|---|
| 15 January, 2022 | Deadline for submission stand design plans. A detailed booth floor plan must be sent by email for approval to Congress Consultants B.V. |
| 10 February, 2022 | Deadline for submitting a Company Profile that will be published free-of-charge in the Exhibition Guide, available on the Congress Website and Congress App |
| 17 February, 2022 | Discount of 20% expires for ordering of power, staff, rigging and security with the RAI |
| 18 February, 2022 | Deadline for ordering Lead retrieval App |
| 21 February, 2022 | Deadline for ordering Insert in Congress bags |
| 1 March, 2022 | Deadline for ordering Exhibitor badges |
| 3 March, 2022 | Deadline for ordering of Staff, Security and customised Catering offer with the RAI |
| 8 March, 2022 | Deadline for ordering Shell-scheme Packages with Hestex BV. After this date a 50% surcharge is applicable. |
| 9 March, 2022 | Deadline Timeslot Request Form Fairexx |
| 12 March, 2022 | Deadline for ordering furniture, carpet, electricity, etc. with the RAI Webshop against the normal rate. (Excluded are Staff, Security and Catering, see deadline above.) Orders received later: +20% surcharge. |
| 15-18 March 2022 | CONSTRUCTION OF STANDS: |
| Tuesday 15 March | 08:30 - 21:30 |
| Wednesday 16 March | 08:30 - 21:30 |
| Thursday 17 March | 08:30 - 21:30 |
| Friday 18 March | 08:30 - 12:00 Decoration only (no noise allowed!) |
| 18-21 March 2022 | EXHIBITION OPENING HOURS |
| | Delegates Exhibitors |
| Friday 18 March | 12:00 - 18:00 08:30 - 18:30 |
| Saturday 19 March | 10:00 - 18:15 09:30 - 18:45 |
| Sunday 20 March | 10:00 - 18:00 09:30 - 18:30 |
| Monday 21 March | 10:00 - 16:00* 09:30 - 23:00 |
| *The exhibition will close Monday 21 March at 16:00 hrs. | |
| 21-22 March 2022 | DISMANTLING OF STANDS |
| Monday 21 March | 16:00 - 17:45 Packing (no noise allowed!) |
| Monday 21 March | 17:45 - 23:00 Dismantling |
| Monday 21 March | 20:30 - 23:00** Access vehicles Loading Bay P9 |
| Tuesday 22 March | 08:30 - 21:30 |
| ** Due to driving restrictions, the gate of the Loading bay P9 will close at exactly 23:00 hrs. No exceptions will be made! | |



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2. CONTACT PERSONS EAU AND PROVIDERS

ORGANISER

EAU22 – CONGRESS CONSULTANTS B.V.

Tel. : +31 26 389 1751
E-mail : info@eaucongress.org
Website : www.eau22.org

CONTACT PERSONS

EXHIBITION

Ms. Henriët Wieringa
Tel. : +31 26 389 1751
E-mail : h.wieringa@congressconsultants.com

EXHIBITOR REGISTRATION

Tel. : +31 26 389 1751
E-mail : exhibitorregistrations@congressconsultants.com

SPONSORING (ADVERTISEMENTS, BAG INSERTS, ETC.)

EAU Marketing & Sales Department
Tel. : +31 26 389 1751
E-mail : sales@uroweb.org

BUSINESS LOUNGE

EAU Marketing & Sales Department
Tel. : +31 26 389 1751
E-mail : sales@uroweb.org

LEAD RETRIEVAL APP

Tel. : +31 26 389 1751
E-mail : exhibitorregistrations@congressconsultants.com

MEETING ROOM

Ms. Emily Spieker
Tel. : +31 26 389 0680
E-mail : EAUmeetingrooms@congressconsultants.com

INDUSTRY SESSION

Ms. Nina Bogaert
Tel. : +31 26 389 1751
E-mail : n.bogaert@congressconsultants.com

HOUSING – K.I.T. GROUP GMBH

Ms. Ulrike Zander
Tel. : +49 30 24 60 34 00
E-mail : eau2022hotels@kit-group.org

LOGISTICS - FAIREXX LOGISTICS FOR EXHIBITIONS BV

Mr. Paul Van Zijl
Tel. : +31 251 25 00 60
Fax : +31 251 25 00 65
E-mail : eau@fairexx.nl

SHELL-SCHEME PACKAGES – HESTEX BV

Mr. Anne Alkema

Tel. : +31 55 542 4477

E-mail : anne@hestexsystems.com

STORAGE - FAIREXX LOGISTICS FOR EXHIBITIONS BV

Mr. Paul Van Zijl

Tel. : +31 251 25 00 60

Fax : +31 251 25 00 65

E-mail : info@fairexx.nl

**EXHIBITOR SERVICES
RAI AMSTERDAM**

*FURNITURE / CARPET / ELECTRICITY / HOSTESSES / CATERING /
SECURITY, ETC.)*

Tel. : +31 20 549 1928

E-Mail : exhibitorservices@rai.nl

RAI Webshop : [click here](#)

SITE INSPECTION

RAI AMSTERDAM

Ms. Marielle Bos

Tel. : +31 6 514 50052

E-mail : m.bos@rai.nl

EXHIBITION VENUE

RAI AMSTERDAM

Europaplein 24 – Entrance K

1078 GZ Amsterdam

The Netherlands

Tel. : +31 20 549 12 12

Website : www.rai.nl/en/



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3. GENERAL INFORMATION EAU CONGRESS/ EXHIBITION

3.1 Exhibition location

The exhibition accompanying the 37th Annual EAU Congress will be held in Hall 1 of the RAI Amsterdam. Please be aware that there will be daylight in the Exhibition area due to glass panels in the roof of the Exhibition Hall.

3.2 Emergency telephone number

In case of an emergency, please call +31 20 549 1234, so that all necessary measures can be taken immediately.

3.3 Scientific programme

The 37th Annual EAU Congress will contain an innovative and exciting scientific programme encompassing all aspects of urology. Leading opinion leaders from all over the world will be invited to participate in the extensive programme which will include:

- Game Changer Sessions
- Plenary Sessions
- Thematic Sessions
- EAU Section Meetings
- Poster and Video Sessions
- Special Sessions
- Urology beyond Europe Sessions
- YUORDay
- EAU Patient Day
- Industry Sessions
- Industry Workshops
- ESU Courses
- ESU Hands-on Training Courses
- 22nd International EAUN Meeting

3.4 Disclaimer

During the 37th Annual EAU Congress, it is important that pharmaceutical companies related to "prescription-only medicines" can identify non-prescribing professionals when they interact with them. Pharmaceutical companies are aware that they can inform non-prescribing professionals about their products, but that they cannot promote products to them. Based on information provided by the registering party, the EAU will indicate the letter "P" on the congress badges when the bearer is a "Prescriber". It is the responsibility of the registering party to provide correct information and the EAU holds no responsibility with regards to the information provided. This measure is in accordance with the national and international pharmaceutical guidelines.

3.5 Exhibitors entitlements, including publication in the Exhibition Guide

Exhibitors are entitled to:

- Attend the technical exhibition
- Attend the Industry Sessions
- Distribute press material at their own press conferences, at the Press Centre and at the booth
- Company name and profile description in the Exhibition Guide*

*Each exhibiting company can submit a Product Description and/or Company Outline that will be published free-of-charge in the Exhibition Guide in which all exhibitors will be listed together.

The Exhibition Guide will be available at the Congress website and in the Congress app.

Each exhibitor will receive an email by 7 January 2022 at the latest with their sign-in details and instructions on where and how to enter the profile.

The deadline for submitting the profile is 10 February 2022.

Warning: A company called International Fairs Directory sends out bills for advertisements in their International Fairs directory. This company gives the impression that they are related to the EAU or to Congress Consultants B.V. Please note that International Fairs Directory has nothing to do with the EAU! Inclusion in the EAU Exhibition Guide is free-of-charge!

3.6 EAU Opening Ceremony

Participants and exhibitors attending the congress are invited to the official Opening Ceremony.

Day : Friday, 18 March 2022

Opening Ceremony : 18:00 – 19:30 hrs. eURO Auditorium 1 (Orange Area)

3.7 EAU22 and Covid-19

EAU22 will follow the then applicable local health regulations in the Netherlands.

Please see the links below for information from the Dutch government about travelling to the Netherlands and the various requirements for entry and stay.

All measures are subject to change and will be communicated via the following sites:

- <https://eaucongress.uroweb.org/eau22-and-covid-19/>
- [Coronavirus COVID-19](#)
[English language Dutch government site on COVID-19 in the Netherlands](#)
- [Travelling to the Netherlands](#)
[Section on travel requirements and instructions for visitors from the Dutch government.](#)
- <https://www.rai.nl/en/news/covid-19/>



4. EAU RULES AND REGULATIONS / SERVICES

4.1 Regulation compliance

- The exhibitors agree to observe all regulations and requirements stipulated in this document and shall not construe them as merely administrative.
- The exhibitors agree to observe all regulations and requirements stipulated by the RAI Amsterdam.
- The EAU trusts that all companies, next to the EAU regulations and EAU Code of Ethics (<http://uroweb.org/about-eau/how-we-work/eau-code-of-ethics/>), commit to the regulations of the EFPIA (https://efpia.eu/media/24302/3a_efpia-hcp-code-2014.pdf), the Medtech Europe Code of Ethical Business Practice (<https://www.ethicalmedtech.eu/wp-content/uploads/2017/09/MedTech-Europe-Code-of-Ethical-Business-Practice-QA-DG.pdf>) and the existing Dutch Code of Conduct by the Code for Pharmaceutical Advertising or CGR (<https://www.cgr.nl/en-GB/Gedragscode-Genesmiddelenreclame>).
This is of importance to the EAU in order not to harm the EAU event and activities.
- The information in this manual can be subject to change.
- The exhibition manager and the authorities of the conference centre shall exercise full power in the duties vested to their rank to find the means necessary in order to enforce the present regulations to their full extent.
- The exhibitors accept to comply with all regulations thereof and any new provision and/or amendment that may be brought due to the circumstances at that time, and adopted as being in the best interest of the event pursuant to which the organisers reserve the right to convey new information even verbally.
- Any infraction of customary and statutory regulations, instructions or government decrees and/or amendments enacted or referred to, may result in the immediate eviction of the offending exhibiting person or company by decision of the organisers, without prior notice and without prejudice to any compensation that could be claimed as a result against the offender in repair for damage and signed payment default or injury from which the event could suffer.
- The aforementioned shall apply in particular in the event of insurance default, non-conformity to the general instructions, failure to comply with safety regulations, non-occupancy of the booth, absence of the reservation form duly completed and signed, payment default.
- Disputes arising in connection with the present clauses shall be settled in any court having jurisdiction over the organisers' head office. The text in the Dutch language shall be deemed authentic and shall sole be taken into consideration.

4.2 Publicity rules

- Only the congress organisation has the right to distribute promotional and/or press material at the congress centre and exhibition area.
- The exhibitor is only entitled to distribute promotional material at his own booth.
- The exhibitor is only entitled to distribute press material at his own press conferences, at the Press Centre and at the booth, which may not contain ideological or political subject matters.
- It is not allowed to violate official instructions and directions, particularly those of the fire department.
- Interviewing is prohibited in the exhibition area without written permission of the EAU.
- Acoustic presentations are allowed only if they are arranged in such a way that other exhibitors are not disturbed by them and visitors in the hall aisles are not hindered in any way.
- No live scientific presentations are allowed on the booth without written permission of the EAU.
- For optical and acoustic demonstrations, only approved safety materials may be used.
- The use of monitors or monitor walls at the booth is permitted as long as the distance to the aisles is at least one meter.
- It is not permitted to show logos, trademarks or projections outside of the scope of the exhibition stand, whether it be by using projectors, lasers or light beams.

- In case a video is shown at the booth, the content should be known to the congress organisation.
- In case musical presentations or other sound or visual playback equipment are used, the exhibitor is responsible for acquiring the performing rights (copyright) and has to apply for the corresponding permit in due time before the congress starts. Failing to do this, the exhibitor must anticipate claims. In no case, claims can be enforced against the congress organisation.
- Those interfering with the flow of visitors, especially those which cause congestion at the hall aisles, are detrimental to the running of the event.
- Exhibitors are not allowed to give cash to respondents that take part in a study at their booth.
- There are specific rules for filming during the Annual EAU Congress. You can request them via l.stuart@uroweb.org.

4.3 Demonstration/presentation on booth or in business lounge

The rules for Demonstration/presentation on the booth or in a business lounge are:

- No healthcare professionals as presenter, only company representatives
- Max 20 delegates
- Max 20 minutes presentations + 15 minutes plenary Q&A
- Open access, not exclusively for invitees only

4.4 Enforcement of rules and regulations

Should, through a legal decision by a Dutch court (judgement, etc.) an exhibitor have been prohibited from offering services or from making advertising presentations of the same and should the exhibitor refuse to comply with the legal decision and to cease offering the products and services or making an advertising presentation on his exhibition booth, the congress organisation can exclude the exhibitor from the current event, as long as the legal decision has not been set aside in a subsequent decision by a court of appeal. In this case the booth rent will not be refunded, either fully or partially. The congress organisation is not obliged to check the correctness of the legal decision.

If the legal decision is set aside, later, by a court of appeal, the exhibitor has no right to claim damages when he is excluded on the basis of the earlier legal decision.

The same applies if the exhibitor continuously breaches the regulations of the congress exhibition show or if there are reasons that justify the termination of the booth rental contract without notice.

4.5 EAU rules with respect to non-official meetings on 17 – 22 March 2022

During the period 17–22 March 2022 inclusive, it is strictly forbidden to hold any other (scientific) meetings, Industry Sessions, workshops or hands-on training courses involving more than 5 congress delegates, either within the congress venue or at other location(s) in the city of Amsterdam or surrounding areas (500 km). It is also forbidden to organise repeat meetings involving less than 5 congress delegates. The EAU Congress Office should be informed of any meeting(s) involving more than 5 congress delegates during the days mentioned above. Any formal presentations occurring at hospitality events will be regarded as scientific meetings. Hospitality events may only be organised outside the official congress hours and not during the official social events. Violation of the above mentioned rules will have consequences for participation in the official exhibition or Industry Session programme. The EAU trusts that all companies, next to the EAU regulations, commit to the existing European and national regulations of the healthcare authorities. The information contained in this manual can be subject to change.

Exceptions to the above rules are at the discretion of the EAU, please contact Mrs. Melissa Abbenhuis-van der Krieke at sales@uroweb.org if you require further information.

4.6 Schedule for organising social events by companies

Companies should follow the schedule below when organising social events:

Friday 18 March : After the Opening Ceremony & Networking Reception, ending at 20:30 hrs.
 Saturday 19 March : After the Industry Sessions, ending at 20:00 hrs.
 Sunday 20 March : After the Industry Sessions, ending at 19:15 hrs
 Monday, 21 March : After the EAU Scientific Programme, ending at 17:45 hrs.

It is not allowed to organise social events during the scientific session hours

4.7 Advertising

The inside area of the booth may be used by the exhibitor for advertising purposes, although only in respect of the exhibits displayed by him.

The congress organisation may issue regulations relating to the design of the outer booth areas taking into account the overall effect to be given by the exhibition.

Publicity measures may neither be implemented outside of the boundary of the booth nor on or in front of the fair ground; subject to this condition is also the use of persons for publicity purposes, as well as the distribution of any kind of advertising material, for example leaflets, posters, stickers etc. in the gangways of the exhibition hall, on the exhibition ground or in the direct vicinity of the exhibition ground.

It is equally prohibited to carry out surveys, tests, competitions, raffles or contests outside of the booth.

4.8 Exhibits

During the event, booths must be furnished with the exhibits which have been registered and accepted for display. Within this period of time, exhibits may not be removed or exchanged for other types of exhibits. During the hours of opening, articles may not be concealed.

4.9 Visitors

Only registered visitors will be allowed to the exhibition area. The congress organisation is entitled to carry out appropriate checks at the entrance and to refuse entry to visitors without the appropriate badge.

In compliance with the Pharma Codes, EAU is not allowed to register guests (including children) and they can therefore not attend the congress. The EAU office cannot offer any children's daycare facilities either. If parents decide to leave their children in a part of the venue that is accessible without a badge, the EAU will bear no responsibility in case of incidents.

4.10 Security

Please note that the congress organisers provide hall security, no stand security!

Exhibitors are advised to observe the following recommendations:

- Do not leave the booth unattended during exhibition hours.
- Protect all exhibits if they cannot be securely locked away at the end of each day.
- Valuables should be secured away in a safe area.

The organiser nor the congress centre can be held liable for any thefts, loss or damages incurred on articles left on site during day or night.

You can hire stand security via the RAI Webshop, deadline is March 3, 2022.

4.11 Host(ess) Service

You can hire a host(ess) via the RAI Webshop, deadline is March 3, 2022.

Please note your host(ess) must wear an exhibitor badge. No personal name is requested for a host(ess), just the name of your company is sufficient.

4.12 Meeting room rental

We will rent out meeting rooms to exhibitors. Please contact Ms. Emily Spieker:

Tel. : +31 26 389 0680

E-mail : EAUmeetingrooms@congressconsultants.com

4.13 Business Lounge

We will rent out Business Lounges. Please contact the EAU Marketing & Sales Department to discuss this option:

Tel. : +31 26 389 1751

E-mail : sales@uroweb.org

4.14 Storage

For storage, please contact Fairexx Logistics for Exhibitions BV:

Mr. Paul Van Zijl

Tel. : +31 251 25 00 60

Fax : +31 251 25 00 65

E-mail : info@fairexx.nl

4.15 Housing

The EAU has appointed as official housing bureau K.I.T. GmbH.

During the congress, K.I.T. staff is going to be available at the Hotel Desk in the registration area.

Contact person : Ulrike Zander

Tel : +49 30 24 60 34 00

E-mail : eau2022hotels@kit-group.org

Click [here](#) to access the on-line booking system.

Warning: Please be wary of third parties selling hotel rooms and registrations for EAU22. These companies give the impression that they are the official congress office and/or accommodation provider, and deceive congress participants by using a range of tactics often including unauthorised usage of the EAU logo. In frequent cases, congress participants have been led to believe that they had made a hotel reservation, to find out on-site that no reservations were made whereas their credit cards were charged.

K.I.T. is the only official housing provider appointed by the EAU to handle the hotels for EAU22.

The EAU does not recommend using any other supplier and warns exhibitors/delegates to be cautious when disclosing personal information to third parties.

4.16 Catering on the stand

* Please note it is **NOT** allowed to serve alcohol on the stand!

* RAI Amsterdam has an exclusive, in-house catering department which manages catering activities.

Unless agreed otherwise in writing, RAI has the exclusive right to provide catering within the hired premises.

Participants may not sell or serve (for example by sampling) food or beverages unless agreed otherwise by RAI in writing, on conditions yet to be agreed in connection with the hospitality permits in force and the food safety regulations in the Netherlands. Only RAI may supply food and/or beverages to the Participants and other third parties and their personnel (including the supply of food and/or beverages to and at stands during exhibitions).

You can arrange catering via the RAI Webshop.

You can also request a customised offer via:

E-mail : exhibitorservices@rai.nl

Tel : +31 20 549 1928

Deadline for ordering customised offers is March 3, 2022.

4.17 Wi-Fi

The EAU offers free Wi-Fi during congress days in the RAI Amsterdam except for the Exhibition area.

In the Exhibition area is just free Wi-Fi at the Charge & Connect Area's (stands A70 & E72).

4.18 Smoking policy

Smoking is prohibited inside the Congress Centre and the Exhibition Hall.



5. REGISTRATION / BADGES

5.1 Exhibitor badges

Each exhibitor is entitled to a number of free exhibitor badges which are allocated according to the booth size. These badges can only be used by the employees of the exhibitor, and for persons acting on behalf of the exhibitor. These badges are to be carried by their users at all times in the congress venue.

| SQM BOOTH | Number of free exhibitor badges |
|------------------|--|
| < 30 sqm | 2 |
| 30 – 74 sqm | 4 |
| 75 – 100 sqm | 6 |
| > 100 sqm | 8 |

The exhibitor badge gives entrance to the exhibition grounds as well as to all Industry Sessions. All additional exhibitor badges will be charged.

- Insofar as additional exhibitor badges are required these may be ordered at Congress Consultants B.V., against payment. They are only to be used by the staff of the exhibitor. The badges are not transferable.
- € 98,00 (incl. 21% VAT) will be charged for each additional exhibitor badge.
- All badges over the complimentary allotment must be paid for in advance. Additional badges will not be generated without advance payment.
- If misused, the badges will be confiscated with no right to take legal proceedings.
- The exhibitor badges have to be ordered on-line. Each exhibitor will receive an email with a username and password in order to be able to enter the exhibitor registration section of the EUA website.
- The deadline for ordering exhibitor badges is 1 March, 2022.

5.2 Exhibitor registration rules

- No distributors, suppliers or models will be allowed admission to the exhibition hall unless an active exhibitor agrees to register them. In this case, badges will note only the name of that exhibiting company, not of the distributor/supplier. Placing business cards in or over the official badge will result in expulsion from the exhibition hall.
- The EUA would like to emphasize that all congress participants should wear valid badges that correspond with the name on their passport. In case of abuse, this will result in expulsion from the congress. Any distributor or supplier without proof of company affiliation will be directed to attendee registration and required to pay the non-member on-site registration fee.
- Physicians who wish to register as exhibitors must be full-time employees of the exhibiting company and have a company ID or a business card.
- Everyone needs a badge to enter the exhibition grounds.
- No one under the age of 16 years will be allowed at the exhibition grounds.

5.3 Congress registration

Exhibitors who want to take part in the scientific congress programme should be registered as congress delegates.

Please note that the normal congress badges do not entitle to enter the Exhibition before the official

opening hours, not even if the congress badge-holder is an employee of an exhibiting company!!!
Please instruct your personnel that will pick up a normal congress badge and who needs to enter the Exhibition before/after the official opening hours, to mention this at the Exhibitor Desk or Registration Support Desk. In that case the congress badge can be validated as an exhibitor badge as well!

Congress registrations can be made on-line through the [EAU Website](#). There you can also find the different fees. The online registration system will close on 16 March 2022. After this date registrations can be made on-site at the congress venue from 17-21 March 2022.

5.4 Build-up and breakdown badge

The Build-up and breakdown badges can be requested via the RAI Webshop, Section Event Info, subsection Access & Badges or via http://www.raisecurity.com/exhibition_organisers/en/88/EAU2022/
The Build-up and breakdown badges have to be worn at all times whilst on site in the Exhibition area.
The Build-up and breakdown badges do not allow access on exhibition days!
Exhibitor badges allow access during the building-up days as well.



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6. BOOTH CONSTRUCTION RULES AND REGULATIONS

A detailed booth floor plan must be sent by email for approval to Congress Consultants B.V. no later than 15 January 2022 see § 6.3.

6.1 Booth construction and dismantling times

- The construction and fitting out of the booth must have been completed and the exhibition hall cleared of persons and goods not exhibited at the booth, **at the latest by 12:00 hours on Friday 18 March, 2022.**
- Packing of the booth may not start before 16:00 hours at Monday 21 March. From 16:00 - 17:45 just packing is allowed (no noise). Dismantling can start as of 17:45 and must have been completed and the exhibition hall cleared **at the latest by 21:30 hours on Tuesday 22 March, 2022.** The booth area must be cleared and handed over to the responsible hall inspector. In case of disobedience, the additional cost will be charged to the exhibitor for removal.

The times for exhibition, move in and move out are as follows:

| 15-18 March 2022 | CONSTRUCTION OF STANDS: | |
|-------------------------|--------------------------------|-------------------------------------|
| Tuesday 15 March | 08:30 - 21:30 | |
| Wednesday 16 March | 08:30 - 21:30 | |
| Thursday 17 March | 08:30 - 21:30 | |
| Friday 18 March | 08:30 - 12:00 | Decoration only (no noise allowed!) |

| 18-21 March 2022 | EXHIBITION OPENING HOURS | |
|-------------------------|---------------------------------|--------------------------|
| | <u>Delegates</u> | <u>Exhibitors</u> |
| Friday 18 March | 12:00 - 18:00 | 08:30 - 18:30 |
| Saturday 19 March | 10:00 - 18:15 | 09:30 - 18:45 |
| Sunday 20 March | 10:00 - 18:00 | 09:30 - 18:30 |
| Monday 21 March | 10:00 - 16:00* | 09:30 - 23:00 |

***The exhibition will close Monday 21 March at 16:00 hrs.**

| 21-22 March 2022 | DISMANTLING OF STANDS | |
|-------------------------|------------------------------|--------------------------------|
| Monday 21 March | 16:00 - 17:45 | Packing (no noise allowed!) |
| Monday 21 March | 17:45 - 23:00 | Dismantling |
| Monday 21 March | 20:30 - 23:00** | Access vehicles Loading Bay P9 |
| Tuesday 22 March | 08:30 - 21:30 | |

**** Due to driving restrictions, the gate of the Loading bay P9 will close at exactly 23:00 hrs.**

No exceptions will be made!

6.2 Bare floor space

The booth will be hired out as '**SPACE ONLY**', which means that the booth site will be rented out without any prefabricated walls, installations, furniture, electricity, carpet and furnishings, or any other technical supplies and facilities. The exhibitor shall personally take care of the set-up and installation of the booth (which means floor covering (obligatory), walls, furniture, electricity, etc.).

-Especially for the EAU, a Shell-scheme Package will be offered for just € 62 per sqm (excl. VAT) by the company Hestex BV. From 1 December the online stand configurator for EAU22 will be available at: <http://eau.standsconfigurator.com/>. There is also an Order Form in pdf-format available.

Please see § 7.2 for all information.

-All equipment and services like furniture, carpet, electricity, AV, on-stand staffing, plants & floral, catering, rigging, etc. can be ordered via the RAI Webshop.

Please see § 7.1 for all information.

The exhibitor or his booth constructor must inform themselves on site, prior to the start of planning work as to the technical factors on hand and must take precise measurements. No responsibility can be accepted for the correctness of such data.

6.3 Booth floor plan for approval

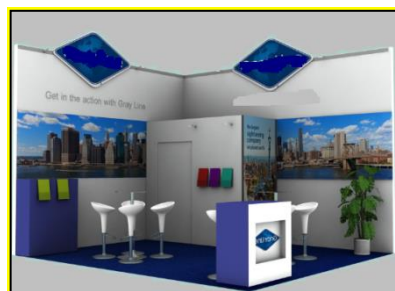
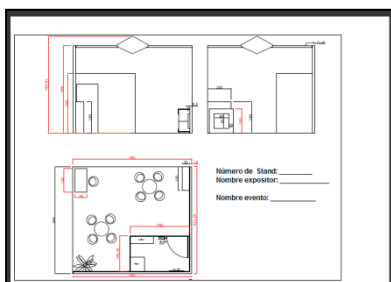
Every exhibitor must submit the design before 15 January 2022 for approval to:

Congress Consultants B.V., Ms. Henriët Wieringa: h.wieringa@congressconsultants.com

You have to submit (together with a plan showing the orientation of the design within the exhibition):

* a Ground plan and elevation of the booth:

and a render:



The drawings should clearly indicate the planned layout, equipment and furnishing of the stand, as well as the “transparency” concept. Also indicated must be the location of power outlets, electricity cables, water and compressed air connections as well as telephone and ventilation installations. A three-dimensional drawing or photograph of the model, a top and a side view drawing indicating the various heights and the open/transparent parts must be submitted. If special constructions are planned (information towers, moving parts, etc.), additional information will have to be submitted.

All designs will be judged on transparency, size, location, volume and technical aspects.

No approval from Congress Consultants B.V. means NO permission to construct the stand!

Please note that if you construct a booth deviating from the approved design, you will have to tear it down and rebuild as approved. If time is too short to do so, a penalty will be stipulated, depending on the extend of the deviation.

6.4 Separation wall

All peninsula, corner and in-line stands must be separated from the neighbouring stand(s) by means of a separation wall that has to be provided by the exhibitors themselves. This separation wall must be 2.5 metres high and finished on all sides (white on the back). Neighbours can agree upon a higher separation wall with a maximum of 3 m.

The separation wall is considered as part of the stand design and should be indicated on the stand drawings.

6.5 Sides 70% open and transparency 50%

Stands should be fully accessible on all “open” sides. This also applies to the open sides of peninsula, corner and in-line booths. **At least 70% of the sides facing the isles must be open.** In addition, booths should have “**transparency**” and the **openness of sight lines around and through the design**, so that the surrounding area can be viewed through the booth and that neighbouring booths are not

inappropriately obstructed. From all sides, the view through the booth must be at least 50%. Please note that not just walls have to be calculated, but also all other items in the booth that obstruct the view through the booth, like graphic panels, etc.

Walls of more than 4 m. high will always also be reviewed with respect to hindrance for neighbouring stands.

6.6 Safety shoes + safety helmet (also for exhibitors on specific days) and other Rules & Regulations RAI Amsterdam

From Tuesday 15 March until Thursday 17 March and on Monday 21 March as of 17:45 hrs, standbuilders **and exhibitors** are obliged to wear safety shoes and a safety helmet in the exhibition!

You can find all Rules & Regulations of the RAI Amsterdam in the following 2 documents:

* Rules & Regulations:

<https://www.rai.nl/en/regulations-terms-and-conditions/facility-regulations/>

* Safety at work:

<https://www.rai.nl/en/regulations-terms-and-conditions/safe-working-practices-manual/>

6.7 Maximum building height / Rigging / Double-storey stands

- The max. building height is 6 m.
- Rigging is allowed. You can arrange rigging via Mansveld Expotech or via the RAI Webshop.
E-mail: rigging@mansveldexpotech.nl
 - Please note that if you have a banner above your stand, the top of the banner may be at max. 6 m. height!
 - For a non-transparent banner above/near all boundaries of your stand, the max. allowed height of the banner is 1 m.
 - Banners must be at least 1 m. away from a separation wall towards a neighbour.
 - Besides, suspended items are seen as part of the design and thus have to be approved as well by Congress Consultants B.V.
- Double-storey stands will not be allowed.

6.8 Meeting room on the stand (max. 1)

A completely walled Meeting Room on the stand will not be allowed. A Meeting Room on the stand (max. 1) can, if desired, be surrounded by a wall of max. 1.20 m. high. Above 1.20 m. height just transparent glass partitions will be allowed.

6.9 Use of laser machines

The use of a laser machine on the stand will only be allowed when a written permission from the RAI Amsterdam has been achieved.

This can be requested via the RAI Exhibitor Services:

E-mail : exhibitorservices@rai.nl

6.10 Colour of carpet in the exhibition aisles

The colour of the carpet in the exhibition aisles in the RAI Amsterdam is blue.

6.11 Non-occupation of aisles

Aisles, as escape routes, must remain, at all times, passable, including during set-up and dismantling periods. All material must be kept within the limits of the stand, leaving aisles and other common areas completely free. The cleaning services of the RAI Amsterdam can remove any object deposited in these areas, with the exhibitor having no right to claim for damages.

6.12 Working overnight

If contractors require to work overnight, they have to apply for it (against payment), preferably before Monday 7 March, so that security etc. can be arranged.

Please note that working overnight is not possible in the night of Thursday 17 - Friday 18 March.

A request before March 7 has to be sent to: exhibitorservices@rai.nl

A request during Building-up must be done before 16:00 hrs. of the same day at the Exhibitor Services Desk of the RAI. They will do their utmost to have security etc. arranged, but no guarantee.

6.13 Reduced noise during packing as of 16:00 on Monday afternoon

Since there will be sessions running in the adjacent hall(s) on Monday 21 March, all exhibitors and stand builders are requested to reduce the noise until 17:45 hrs.

6.14 Exhibitor Services RAI / Hestex / Fairexx

The desks of Exhibitor Services of the RAI, Hestex and Fairexx will be located in the Registration Area.

The opening hours are:

| | |
|--------------------|-----------------|
| Tuesday 15 March | : 08:00 – 17:00 |
| Wednesday 16 March | : 08:00 – 17:00 |
| Thursday 17 March | : 08:00 – 17:00 |
| Friday 18 March | : 08:00 – 19:00 |
| Saturday 19 March | : 09:00 – 19:00 |
| Sunday 20 March | : 09:00 – 19:00 |
| Monday 21 March | : 08:00 – 17:00 |
| Tuesday 22 March | : 08:00 – 17:00 |

6.15 Build-up and breakdown badges

The Build-up and breakdown badges can be requested via the RAI Webshop, Section Event Info, subsection Access & Badges or via http://www.raisecurity.com/exhibition_organisers/en/88/EAU2022/
The Build-up and breakdown badges have to be worn at all times whilst on site in the Exhibition area.
The Build-up and breakdown badges do not allow access on exhibition days!
Exhibitor badges allow access during the building-up days as well.

6.16 Alcohol and drugs

Drinking of alcohol in the Exhibition area during build-up and breakdown phase is forbidden.
It is NOT allowed to serve alcohol on the stand.
The taking of drugs on site is strictly forbidden at all times.



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7. ORDERING OF SHELL-SCHEME PACKAGES, BOOTH EQUIPMENT & SERVICES

7.1 Ordering of a Shell-scheme Package with Hestex BV

A Shell-scheme Package will be offered for just € 62 per sqm (excl. VAT) by the company Hestex BV. Included in the Shell-scheme Package are: walls, fascia, carpet, spots and electricity.

From 1 December the online stand configurator for EAU22 will be available at:

<http://eau.standsconfigurator.com/>.

There is also a Shell-scheme Package Order Form in pdf-format available.

The deadline for ordering Shell-scheme Packages is 8 March 2022. After this date a 50% surcharge is applicable.

For any questions, please contact Mr. Anne Alkema:

Tel. : +31 55 542 4477

E-mail : anne@hestexsystems.com

Website : <http://eau.standsconfigurator.com/>

7.2 Ordering of furniture, carpet, electricity, catering, etc. via the RAI Webshop

All products and services for making your exhibition a success can be found within the RAI Exhibitor Services Webshop, open as of 1 December 2021.

All exhibitors will receive a welcome email including access credentials. Stand builders also have to login with the credentials of the exhibitor.

In the Webshop you can find all products and services like: electricity, internet, furniture, host(ess), security, plants and flowers, etc.

Be sure to order your power, staff, rigging and security before 17 February 2022 in order to make use of the early bird discount of 20%.

The deadline for ordering Staff, Security and customised Catering offers is 3 March, 2022.

As of 13 March a late fee of 20% will be calculated for the other products and services.

For any questions, please contact the Exhibitor Services department via:

Tel. : +31 20 549 1928

E-mail : exhibitorservices@rai.nl

Webshop : click [here](#).

7.3 Exhibitor Services RAI / Hestex / Fairexx

The desks of Exhibitor Services of the RAI, Hestex and Fairexx will be located in the Registration Area.

The opening hours are:

Tuesday 15 March : 08:00 – 17:00

Wednesday 16 March : 08:00 – 17:00

Thursday 17 March : 08:00 – 17:00

Friday 18 March : 08:00 – 19:00

Saturday 19 March : 09:00 – 19:00

Sunday 20 March : 09:00 – 19:00

Monday 21 March : 08:00 – 17:00

Tuesday 22 March : 08:00 – 17:00



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8. TRANSPORTATION / FREIGHT

8.1 Official freight forwarder

The EAU appointed as official freight forwarder Fairexx Logistics for Exhibitions BV. All freight forwarders are allowed to transport and unload the booth material by taillift and manual palletjack into the exhibition grounds of the RAI Amsterdam, but we strongly recommend Fairexx, since they are very experienced with exhibition logistics. On-site we will exclusively allow Fairexx to do the on-site handling with mechanical equipment, storage, etc.

You can contact Fairexx Logistics for Exhibitions BV with respect to transportation, unloading, storage, customs, etc. and ask for an offer free of engagement:

Contact : Mr. Paul Van Zijl
Tel : +31 251 25 00 60
Fax : +31 251 25 00 65
E-mail : EAU@fairexx.nl
Website : www.fairexx.nl

8.2 On-site Fairexx desk

To order any services onsite, exhibitors will find the Fairexx desk conveniently located in the Registration Area in Hall 1.

Fairexx will also be available in an outdoor porte cabin, between Hall 5 and Hall 7.

8.3 Important timings for vehicle allowance during dismantling

On Monday 21 March as of 16:00 hours, Fairexx will start redelivering the empties to the booths. Due to security reasons, vehicles will just have access to the Loading Bay on Monday evening 21 March as of 20.30 until 23:00* hrs!

* Due to driving restrictions, **the gate of the Loading bay P9 will close at exactly 23:00 hrs. No exceptions will be made!**

8.4 Unloading/reloading timeslot required

To avoid traffic congestion at the Loading Bay of RAI Amsterdam, an unloading/reloading timeslot will be required for deliveries direct to the venue on official build up/dismantling dates (not needed for shipments via warehouse).

Please fill in the TIMESLOT REQUEST FORM - appendix D - of the 'Fairexx – EAU22 Shipping guidelines and tariffs' to request an unloading/reloading timeslot.

Please note the deadline for submission of the Timeslot request Form is **9 March 2022!**

8.5 Courier shipments

We strongly recommend exhibitors NOT to send their goods via courier companies, since courier companies are not allowed to enter the Exhibition Hall in order to deliver your shipment!!!

If you do send goods by a courier company, we suggest that you consign the courier airwaybill to the Fairexx warehouse in The Netherlands:

FAIREXX - LOGISTICS FOR EXHIBITIONS BV

De Trompet 2650

1967 DD Heemskerk

The Netherlands

Contact: Paul van Zijl – tel. +31 251 250060 – email: EAU@fairexx.nl

Notify: EAU20 / Fairexx logistics for Exhibitions / Exhibiting Company / Stand Nr.:

All packages must be labelled as described in the Fairexx shipping manual.

It is recommended to have the tracking number (assigned by the courier company) on hand at the exhibition; this will make it easier to locate your shipment.

Reception & storage of courier shipments up to 5 kg. sent to this address (only EU goods in free circulation – NO bonded goods) and which will be picked up at the on-site Fairexx office by the client, are free of charge.

For shipments not consigned as described above, no liability is accepted.

Please note that the RAI Amsterdam and the congress organiser will not accept any deliveries.

8.6 Parking

Please report to the security gate on the P5 work deck and the parking attendant will show you your parking spot.



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9. EAU ORDER FORMS

9.1 ORDER FORM INSERT IN CONGRESS BAGS

We hereby confirm that we would like to have our leaflet inserted in 10.000 congress bags for the price of € 9,500 (excl. VAT).

We will deliver 10.000 inserts for the congress bags before **7 March 2022**

Inserts must not exceed an A4 format (210 x 297 mm) and a max. weight of 50 grams.

Please note the following conditions and deadlines:

- Company will be responsible for the shipping costs of the bag inserts to The Netherlands;
- EAU will take care of shipping the bag inserts to the congress venue;
- In case the delivery deadline cannot be met, additional costs may be involved.

Company : _____
Contact person : _____
Address : _____
Country : _____
Tel : _____
E-mail : _____

Date: _____ Signature: _____

After receiving this reply form, we will send you a confirmation with further information regarding the bag inserts, the address where and when to send them, etc.

Please return **before 21 February 2022** to:

Congress Consultants B.V., EAU Marketing & Sales Department, EAU22
P.O. Box 30016, 6803 AA Arnhem, The Netherlands
E-mail: sales@uroweb.org



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9.2 LEAD RETRIEVAL APP – LION LEADS

The intuitive lead retrieval App for your booth!

Scan the visitors' QR-Codes with your own iOS devices or our premium rentals. Capture, comment and qualify your prospective clients in the app and download the information via the online portal in real-time.

How does it work?

The intuitive and reliable lead retrieval app Lion Leads offers flexibility in taking notes and assigning qualifiers. It will accelerate the evaluation process at the same time.

A QR code will be printed on the badges of all delegates. This barcode is related to the participant's record in the registration database. Exhibitors need to scan the QR code with the internal camera of their (rental or own) devices, and the participant's details instantly show up in the app, e.g. name, country, email. No internet connection is required for the scanning process.

Exhibitors can edit and complete the details or add notes and predefined qualifiers straightaway (i.e. product interest, follow up actions, status etc.).

All collected information is securely stored on our cloud server and you will get real-time access to the backend and data.

Key features at a glance

- Applicable for your own iOS devices or our premium iPod Touch rentals
- Offline scanning
- Editable lead details immediately after scanning
- Custom qualifiers, comments, and notes
- Automated cloud backups (internet / WIFI connection required)
- Real-time access to the backend and data exports
- Simple login via email and password
- Valuable reports including contact information, such as email and postal address
- Dedicated onsite support

Cost

Benefit from our flexible pricing according to your requirements:

1. Complete package:

€515.00 (excl. 21% VAT)

- incl. one license
- incl. one iPod touch rental device (app installed and set up)
- incl. real-time data access

2. License only:

€265.00 (excl. 21% VAT)

- incl. one license for the use on own iOS devices*
- incl. company account
- incl. real-time data access

All services include dedicated on-site support at the exhibitor desk. If you order complete packages you can pick up the set up devices at the exhibitor desk in the registration area. If you order licenses only, you will receive all necessary information and your company login at least one week before the congress by email.

*iOS 10.0 or higher required. We recommend iPod touch 6, iPhone 6 or newer, iPad Air or newer. Please ensure that your internet connection is not restricted by any company software or VPN applications. At least 1GB of storage should be available on the devices.

How to order?

If you would like to rent the new lead retrieval app Lion Leads, please fill out the order form. We have also included a qualifier sheet which allows you to record extra information from every visitor to your booth. This information can be customized to your own preferences in advance and within the app at any time. Simply complete the enclosed order form and send it by e-mail to: exhibitorregistrations@congressconsultants.com

For further questions please send an e-mail to: exhibitorregistrations@congressconsultants.com



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ORDER FORM LION LEADS APP

| Contact Details (Please complete in block capitals) | | |
|---|----------------|---------------|
| Company name | | Booth number: |
| Contact person (onsite) | | |
| Email address (for your Lion Leads account) | | |
| Mobile phone (onsite) | | |
| Invoice details (Please complete in block capitals) | | |
| Address | | |
| Postal code & City | | |
| Country | | |
| VAT number * | | |
| Description | Price per unit | Quantity |
| Complete package Includes: Lion Leads License, iPod Touch 6 rental, real-time data access | €515.00 | |
| Lion Leads License Includes: one App license and real-time data access | €265.00 | |
| *(Please note that companies with an address within the EU must fill in their VAT number.) | | |
| <u>Important Information:</u> All prices quoted are subject to Dutch VAT: 21%. *in case of loss or damage the costumer is obliged to the following compensation: 500,00 € per iPod Touch and 100,00 € per charger / cable. | | |
| <u>Payment conditions:</u> 100% and 30 days after receipt of invoice. | | |

Order deadline: **18 February 2022 (Surcharge of 50% for rental device orders after deadline)**

Please return this form before **18 February 2022** to: exhibitorregistrations@congressconsultants.com