World Congress of Gastroenterology
21-24 September 2019
Istanbul Congress Center, Istanbul
EXHIBITION MANUAL
SECTION 1 - CONTACT

OFFICIAL SUPPLIERS

CONGRESS VENUE

Address: Harbiye Mah. Darülbedai Cad. No:3 34367 Şişli Maçka İstanbul/TURKEY
Tel: +90 (212) 373 99 00
Web: www.iccistanbul.com

OFFICIAL PCO OF WORLD CONGRESS OF GASTROENTEROLOGY

Address: Podgoritsa Cad. No: 1 06610 Birlik Çankaya Ankara / Turkey
Tel: +90 312 454 00 00
Fax: +90 312 454 00 01
E-mail: wcog2019@flaptour.com.tr

SPONSORSHIP SALES & EXHIBITION SPACE SALES & CATERING & CUSTOM STAND & SHELL SCHEME CONTRACTOR & FURNITURE & TECHNICAL OPERATOR

Address: Podgoritsa Cad. No: 1 06610 Birlik Çankaya Ankara / Turkey
Tel: +90 312 454 00 00
Fax: +90 312 454 00 01
E-mail: wcog2019@flaptour.com.tr
## EXHIBITION SCHEDULE

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>EVENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUILD-UP</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>September 20, 2019</td>
<td>10:00 AM / 8:00 PM</td>
<td>Custom &amp; Shell Scheme Booths Build-up</td>
</tr>
<tr>
<td>September 21, 2019</td>
<td>8:00 AM / 4:00 PM</td>
<td>Installation</td>
</tr>
<tr>
<td>September 21, 2019</td>
<td>8:00 AM / 4:00 PM</td>
<td>Build-up &amp; Furnishing</td>
</tr>
<tr>
<td>September 21, 2019</td>
<td>4:00 PM / 8:00 PM</td>
<td>The Deadline for Stand Furnishing, Removal of Construction Materials and Readiness for Stand</td>
</tr>
<tr>
<td><strong>EXHIBITION</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>September 22, 2019</td>
<td>8:00 AM / 8:00 PM</td>
<td>Access to Exhibition Area for Exhibitors</td>
</tr>
<tr>
<td></td>
<td>10:00 AM / 6:00 PM</td>
<td>Exhibition Hours</td>
</tr>
<tr>
<td>September 23, 2019</td>
<td>8:00 AM / 8:00 PM</td>
<td>Access to Exhibition Area for Exhibitors</td>
</tr>
<tr>
<td></td>
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<td>Exhibition Hours</td>
</tr>
<tr>
<td>September 24, 2019</td>
<td>8:00 AM / 8:00 PM</td>
<td>Access to Exhibition Area for Exhibitors</td>
</tr>
<tr>
<td></td>
<td>10:00 AM / 4:30 PM</td>
<td>Exhibition Hours</td>
</tr>
<tr>
<td><strong>DISASSEMBLY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>September 24, 2019</td>
<td>4:30 PM / 6:30 PM</td>
<td>Disassembly / Removal of Small Exhibits/Design Components</td>
</tr>
<tr>
<td></td>
<td>06:30 PM / 12:00 AM</td>
<td>Evacuation of Halls, Disassembly and Removal of Equipment and Stand Constructions</td>
</tr>
</tbody>
</table>
SECTION 2 - GENERAL GUIDELINES

2.1 Please make sure that your stand contractors and developers know this schedule of build-up and disassembly.

2.2 Build-up times for heavy and large-sized equipment and exhibits must be confirmed beforehand with the technical operator.

2.3 Badges may be obtained at the registration desk in the lounge area.

2.4 On the last day of build-up, September 21, 2019, all stands must be ready for inspection by 8:00 pm. Therefore, it is obligatory for you to be at your stand early enough to make sure that your stand is ready for examination. Gangways must be clear and open. All boxes and packages with exhibits are to be unpacked and removed from the stand. Otherwise, the technical operator reserves the right to remove the same from the stand at the expense of the exhibitor (the cost thereof to be deducted from the performance bond).

2.5 Admission to the Exhibition Area is permitted only to the exhibitors with badges. Any build-up during the Exhibition is forbidden and contractors’ badges will not be valid during said period.

2.6 On September 24, 2019, all exhibitors must be present at their stands and the stands must be open until 4:30 pm. Exhibition materials and equipment may not be packed and removed from the Exhibition.

2.7 Delivery of empty cases/boxes to stands for packing of exhibits may only be commenced after the official closure of the Exhibition. No small exhibits, personal belongings, or valuables may be left at stands after the Exhibition is closed.

2.8 Any contractor and exhibitor, who leave exhibits or stand equipment in the hall unattended after the closure of the Exhibition, bear full responsibility for them.

2.9 All exhibitors of Shell Scheme stands must remove their exhibits (except for large-sized ones) and other materials from 4:30 pm to 6:30 pm on September 24, 2019 in order to facilitate the commencement of disassembly works. Otherwise, exhibitors are responsible for further safety or safe utilization of temporary constructions.

2.10 Disassembly works will have to be completed by 12:00 am on September 24, 2019. All exhibition area must be completely cleared of exhibits, structures, waste, and packing tapes by the specified date and time. It is not allowed to discard solid, domestic waste, container, elements, and packagings of dismantled structures (wood, flake board, hardboard, fiberboard, laminated board, etc.) on the Exhibition Area.

2.11 All building materials, constructions and large-sized waste and debris must be taken out of the Exhibition Area. Contractors/exhibitors must place orders for waste containers beforehand.

2.12 Authorization for any type of works at the service area belongs to Authorized Technical Service personnel. In the event any unauthorized work is found out, a fine of €1000 will be applied.
2.13 Passenger cars and motorcycles are not allowed to the Exhibition Area. Vehicles may be admitted for a certain period only with a permit. Vehicles entries to halls are only for loading and unloading. During such operations, ignitions of vehicles must be turned off. Packing within halls is absolutely prohibited. If considered necessary on the grounds of security, vehicles may be checked at halls’ entrances. Speed limit is 10km/h.

2.14 It is prohibited to leave vehicles in front of emergency exits, safety equipments such as fire extinguishers or cargo doors, and to keep commercial transporters used during build-ups at parking lots during the duration of the Exhibition. Any vehicles not abiding to these rules may be towed away provided to charge parking and tow fees to the vehicle owner. Organizer is not responsible for any damages that may occur.

2.15 Sound level at stands must be kept at a minimum of 80dB so that it will not effuse outside stand.

2.16 It is necessary to get approval of the organizer for events planned at stands during Exhibition days. Organizer will give such approval by planning times of events synchronously to be made in parallel at neighboring stands considering that safe passages of other visitors through gangways and such events do not affect each other.

2.17 Any changes, damages, fouling, staining on a part of halls (i.e., walls, columns, floor) are prohibited in any way.

2.18 All the technical equipment, materials, and stand articles rented from the Organizer must be returned at the final day of Exhibition completely and without damage.

2.19 Materials / Substances not Permitted in the Exhibition Area. The materials and substances listed below cannot be used in the halls without the written permission of the organizer: Compressed cylinders, Compressed and liquefied gas systems (LPG), Inflammable liquids, Explosives, All types of fireworks, Radioactive materials, X-ray materials, Laser systems, High frequency devices and radio systems, Materials and products containing asbestos, Balloons and blimps filled with combustible / non-persistent gases.

SECTION 2.1 SECURITY

2.1.1 In the event Exhibitor’s security is depleted due to such fines at any stage of build-up/Exhibition days, The Organizer may demand supplementary security.

2.1.2 The security of the Exhibition Areas (during access to exhibition, settling, exhibition days, packing and clearing periods) is provided by ICC 7/24 basis. The exhibition area is under surveillance by means of security staff and cameras. However, the camera surveillance is for general safety and security, and not for stand security.

The security staff is authorized to make warnings and take measures as considered necessary concerning the security of life, theft, unauthorized and illegal entries, as well as any restrictions and prohibitions set forth in the Exhibitor’s manual. The Exhibitor’s staff is obliged to comply with warnings and measures notified by the security staff, as well as the guidelines set forth in Exhibitor’s manual.

During the build-up/breakdown periods, the halls will be closed by the security staff at 8:00 pm (to all exhibitors except those holding an after-hours work permit). During the exhibition period, the halls
will be sealed by the security at 8:00 pm and re-opened at 8:00 am. Please note that it will not be possible for your own security staff to access the halls during the night.

The exhibitors are strongly recommended to either have a representative at their stands while the halls are open or to order individual security. The exhibitors shall bear the full responsibility for the safety of their exhibits and any personal belongings left at their stands while the halls are open.

Individual security may be ordered via Flap Tour

During the periods of build-up, exhibition days and breakdown, the persons without a work permit are not allowed to work pursuant to the laws of the Republic of Turkey. The exhibitors shall undertake all kinds of social insurance liabilities of the staff they employ. It is forbidden to employ uninsured workers inside the Exhibition Areas.

SECTION 2.2 PENALTIES

2.2.1 If any of the rules specified in the manual, attached forms and relevant regulations is not fulfilled, a fine to be determined by the organizer based on the degree of breach will be applied. Amount of fine will be deducted from the security and such amount will be invoiced.

2.2.2 A fine of € 100 per square meter for each hour exceeding the schedule of build-up and disassembly will be applied.

2.2.3 Any damages to exhibits or properties of Exhibitors, Organizers, the Venue, and any other Contractors of any third party will be indemnified to the extent of monetary amount of such damage.

2.2.4 A fine will be applied in case the approved Stand design is to be changed without notifying Organizers. The amount of fine will be determined based on the degree of breach, such as • Closed walls • Exceeding height limits • Unsafe structure • Obscuring visibility of other exhibitors.

2.2.5 The Venue/Organizer considers that any stand is a potential hazard for visitors/exhibitors, that stand will be closed to visitors and employees. Concurrently, all respective expenses will be collected.

2.2.6 Any claim, damages and loss or expenses amounting from injuries, damage and loss of property that may arise from breach of Contractors, Sub-Contractors/ Suppliers and employed workers before completion of stand build-up and disassembly will be indemnified to the Organizer.

2.2.7 Stand owners are responsible for cleaning inside stand area and its surrounding considered as inside of stand area. Failure to carry out cleaning regularly within build-up, exhibition days and disassembly, to remove wastes from ICC grounds and/or not to discard the same allocated locations, and accordingly, such situation hinders build-up, exhibition and disassembly operations, a fine applies based on the degree of breach.

2.2.8 In case of that Exhibitor’s security is depleted due to such fines at any stage of build-up/Exhibition days, and that failure to provide the supplementary security to be demanded by the Organizer, the Organizer may stop stand activities.
2.2.9 It is prohibited to distribute printed materials outside stand area, to make advertisements within Exhibition Area and its close vicinity, to promote companies not being an Exhibitor and display products thereof, and to use empty spaces for storage purposes without written permit of the Technical Operator.

2.2.10 The official and optional accredited companies listed in this manual have been assessed by the Organizer in terms of work safety, fire measures, and service quality. We highly recommend Exhibitors to work with accredited companies.
SECTION 3  EXHIBITION FLOOR PLAN

Please find the full detailed floor plan on congress website.

**ICC EXHIBITION AREA B5 FLOOR**

**3.1 INFORMATION CENTER**

The Information Center located in ICC will provide any kind of information and assistance.

**3.2 RESTAURANTS AND CAFÉS**

There are cafés at the lounge and halls inside ICC, and cafés and restaurants outside ICC.

**3.3 ADDITIONAL MEETING FACILITIES**

There are halls for events such as meetings, receptions, banquets, etc. at ICC and also Hilton Hotel located at a walking distance within the Exhibition Area. Please contact to Flap Tour to order a facilities above.

**3.5 OPERATION CENTER**

The Operation Center to be located in ICC will assist the exhibitors for the build-up, operation and breakdown of the stands beginning from the starting date of stand build-up until the last hour of breakdown.

**3.7 ANIMALS**

Animals are prohibited in the Exhibition Area except for the guide dogs accompanying handicapped people.
SECTION 3.1 GENERAL INFORMATION

3.1.1 Please pay attention to the fact that the weight of exhibits at your stand may not exceed the maximum safe load of the hall floor.

3.1.2 No dangerous exhibits or equipment may be used without the written approval of the technical operator.

3.1.3 All moving equipment shall be installed and safeguarded by the exhibitor and be approved by the technical operator.

3.1.4 Under extraordinary circumstances or in case of exceeding the allowable noise level (above 80 dB), the technical operator may request such equipment be turned off.

3.1.5 Engines, generators, machines, furnaces or other power equipment and devices cannot be exhibited at the Exhibition without the prior written approval of the technical operator. Such approval may be temporarily suspended or revoked if the approved equipment is inconvenient for other exhibitors or visitors.

3.1.6 The safety devices can be exhibited only after the equipment is stopped and disconnected from the power supply in order to exhibit its design and the structure of its accessible parts. Safety devices must be restored immediately after the demonstration is finished.

3.1.7 The plans of the custom-built stands must be approved by the organizer. It is required to pay additional fee (50 percent of the participation fee per square meter) for the area used as the second floor.

3.1.8 The exhibitors must inform the organizer about their demands concerning to energy, water, internet, and telephone lines needed for their stands.

3.1.9 The infrastructures for electricity, water, internet and telephone services of custom-built stands are laid as far as the stands. The connection materials inside the stands and the connection works are at the expense of the exhibitors.

3.1.10 If it will be necessary to construct stand walls higher than the walls of the adjacent stands, it must be ensured that the section visible from the adjacent stand will always look clean and orderly, in a manner not disrupting the integrity of the Exhibition Area and the adjacent stand. It is forbidden to hang company names and logos on the back side of such walls.

3.1.11 No advertisement material (flags, banners, etc.) can be placed on the floor, hall constructions, walls, and the other parts of the halls.

3.1.12 Advertisement is chargeable, and the exhibitors wishing to use the advertisement channels must contact the organizer.

3.1.13 Cleaning /the gangways between the stands will be cleaned by the organizer every morning before the exhibition opens. The wastes left in front of your stand in plastic bags or boxes will also be picked up and disposed of during the Exhibition days. The empty boxes/packaging materials and wastes must be removed from the stands and dumped in the waste containers located near the cargo gates. If an exhibitor fails to do so, this will be performed at a fee of €50/m² to be deducted from the security deposit of the relevant exhibitor.
## SECTION 4  TECHNICAL SPECIFICATIONS OF THE EXHIBITION HALLS

<table>
<thead>
<tr>
<th>TITLE</th>
<th>DATA</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXHIBITION AREA - ICC/B5 FLOOR</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum floor load</td>
<td>ICC B5 / 1,5 tons/m²</td>
<td>For distributed load. Maximum single point safe load depends on overall weight of the exhibits (stand) and the number and dimensions of bearings.</td>
</tr>
<tr>
<td>Height of exhibition area</td>
<td>ICC B5 Floor / Height Max: 5 m</td>
<td></td>
</tr>
<tr>
<td>Numbers and dimensions of cargo gates</td>
<td>ICC B5 B-C Block</td>
<td>2 doors</td>
</tr>
<tr>
<td>Width: 445 cm Height: 495 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grid Connection</td>
<td>Electricity (220/380 v), Cold water and Compressed Air will be supplied for each hall.</td>
<td>The detailed layout plans indicating the locations of the passages and columns can be obtained from the technical operator</td>
</tr>
<tr>
<td>EXHIBITION SERVICE</td>
<td>DEADLINE</td>
<td>REMARKS</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>----------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Power, Water and Compressed Air Supply</td>
<td>September 10</td>
<td>Please kindly contact us for your booth requirement</td>
</tr>
<tr>
<td>Audio-video System Equipment</td>
<td>August 6, 19</td>
<td>additional fee in charged after August 6, 2019 and the fulfillment of orders is at the discretion of service providers.</td>
</tr>
<tr>
<td>Plasma Panels and LED Screens</td>
<td>August 6, 19</td>
<td>additional fee in charged after August 6, 2019 and the fulfillment of orders is at the discretion of service providers.</td>
</tr>
<tr>
<td>Stand Cleaning</td>
<td>August 31, 19</td>
<td>additional fee in charged after August 31, 2019 and the fulfillment of orders is at the discretion of service providers.</td>
</tr>
<tr>
<td>Security</td>
<td>August 31, 19</td>
<td>additional fee in charged after August 31, 2019 and the fulfillment of orders is at the discretion of service providers.</td>
</tr>
<tr>
<td>Interpreters and Promotional Staff</td>
<td>August 31, 19</td>
<td>additional fee in charged after August 31, 2019 and the fulfillment of orders is at the discretion of service providers.</td>
</tr>
<tr>
<td>Waste Disposal</td>
<td>August 31, 19</td>
<td>Please kindly contact us for your booth requirement</td>
</tr>
<tr>
<td>Catering Services</td>
<td>September 10, 19</td>
<td>The last date of submission for this form.</td>
</tr>
<tr>
<td>Floral Services</td>
<td>August 6, 19</td>
<td>additional fee in charged after August 6, 2019 and the fulfillment of orders is at the discretion of service providers.</td>
</tr>
<tr>
<td>Cargo Handling, Transport Services and Customs Clearance</td>
<td>September 10, 19</td>
<td>The cargo handling applications received after September 10, 2019 will be fulfilled depending on the availability of technical facilities for performing works and storing cargoes at ICC &amp; FSP premises.</td>
</tr>
</tbody>
</table>
The Congress Center is located in the city centre and features two main complexes, namely ICC. Opened during the World Bank – ImF Summit in 2009, the İstanbul Congress Center covers more than 16,000 square meters (172,222 sq. ft.) of exhibition space, which includes a 3705-pax auditorium and 115 meeting rooms. These venues are only at a walking distance from a wide range of hotels, restaurants and attractions.

Hilton Istanbul Bosphorus - HEADQUARTER HOTEL

Nestled in the heart of Istanbul, amidst picturesque gardens, you’ll find Hilton Istanbul Bosphorus, an iconic hotel with a storied past spanning 6 decades. Guest rooms and suites offer modern conveniences and private balconies overlooking the Bosphorus and the Old Town. While you’re here, make use of our full list of resort-style amenities – including indoor/outdoor pools, fabulous dining venues, Turkish baths and spa, and dedicated children’s facilities.

Istanbul Congress Center / ICC - CONGRESS AND EXHIBITION AREA

Istanbul Congress Center is an international congress and event destination, boasting world-class technological infrastructure, experienced staff, and a high-quality service it offers to visitors.

Spanning an area of 120.000m2 on a total of eight floors, Istanbul Congress Center hosts social, cultural and professional events of all kinds, including but not limited to national and international congresses, conferences, symposiums, corporate meetings, fairs, exhibitions, concerts, musicals, and theater and movie premieres.
- Located in the heart of the city’s business & cultural centre
- Easy access to municipal, domestic & international transportation networks
- 23 km (14.3 miles) from Atatürk International Airport
- 5 km (3 miles) from Sirkeci train station
- 100 m from Harbiye bus stop on the Taksim-Sisli Line
- 500 m from Taksim Metro Station
SECTION 7 CARGO HANDLING, TRANSPORT SERVICES AND CUSTOMS CLEARANCE

Please read carefully instructions for more information about shipping and custom clearance.

You may find shipping address / label and other important necessary information in the instructions.

Please note that you should contact to FSP before sending your cargos

7.1 Cargo Handling And Transport Services

FSP is the official exhibition freight forwarders for Turkish and foreign exhibition freights. FSP has the exclusive rights of handling customs freights at the Exhibition Areas. The transportation of freights to the Exhibition Areas may be organized by exhibitors at their own discretion. However, the cargo handling services in the Exhibition Areas are provided exclusively by FSP

FSP is the official exhibition on-site handling contractor and domestic freight forwarder. Only FSP can operate and provide forklifts, cranes, and workers used for the purpose of unloading vehicles.

7.2 Customs clearance procedures

Prior to shipping the exhibition cargoes, it is necessary to obtain from FSP the recipient’s address and the instructions on how to fill in the forwarding documents. These instructions must be strictly followed.

Should an exhibitor either indicate a wrong address for the recipient or fill in the forwarding paperwork incorrectly, then the exhibitor may face the risk of not receiving the freights due to the failure to go through the customs procedures.

Please contact FSP for all shipping and customs clearance information before sending any shipments.

7.3 Do Not Use Express Services for Forwarding your Freights

The shipping and customs clearance services for exhibition freights of non-resident exhibitors are provided by the official freight forwarder FPS through the official customs broker FPS. Handling of the non-resident exhibitors’ cargoes received through unofficial forwarders and customs brokers will be provided with a 50% surcharge to the price of the ordered services.

Information on the specifics of cargo handling of bulky and/or complicated equipment may be obtained from the official freight forwarder.

It is not recommended to use Courier services for the shipments forwarded from outside Turkey. Problems may arise occur during the customs clearance transactions, and additional charges will be applied if FSP will have to get involved. The courier shipments forwarded from within Turkey should be addressed to FPS advance receiving warehouse in Istanbul. Please contact FSP for full details.

7.4 Unloading/reloading schedule

FPS will prepare a move in / move out schedule for large exhibits and large stands.

FPS International Freight Services Ltd has been appointed by the organizer of WCOG 2019 as The Sole and Exclusive On-site Handling and Customs Clearance Contractors and recommended Freight Forwarders.
SECTION 8 CATERING SERVICES & BANQUET FACILITIES

Please contact Flap Tour (wcog2019@flaptour.com.tr) to place orders related with the food and drinks you wish to be served at your stand.

Flap Tour is the only authorized company to order catering services during exhibition. No food and beverage services from outside source allowed.

SOCIAL ACTIVITIES

You may contact to Flap Tour (wcog2019@flaptour.com.tr) for best restaurants options, gala dinner, cocktail, private tours and group dinner & lunch reservations in Istanbul.