



ANNA-EU 2019 Vienna Sep-08th to Sep-14th General Instructions

- ❖ ANNA-EU Exhibitors and/or the ANNA-EU Executive reserves the right to deny any company or person access to the ANNA-EU Conference based upon past due invoices with previous ANNA Conferences in the USA or EU locations. This policy includes the right to deny participation based on any past conduct by a person or company that is considered unacceptable by the ANNA-EU Executive or ANNA-EU Exhibitors Group.
- ❖ For any ANNA Conference dates published for a given event, no person or company can organize any event during the dates published. Events include: hospitality suites, organized dinners that involve more than 6 Producers, organized extracurricular activities that involve more than 6 Producers. If there is any organized event being considered outside of the ANNA-EU Conference agenda, these events need to be approved by the ANNA-EU Exhibitors Group.
- ❖ Refund Policy: no refunds will be granted.
- ❖ Only exhibitor staff that has paid registration and associated fees will be allowed in the conference hall, exhibit areas. Any unpaid exhibitors will be asked to vacate the Conference/Meeting areas.
- ❖ The ANNA-EU staff will assist where possible for the return shipping of booth materials but all the cost is the responsibility of the exhibitor company.
- ❖ During technical meetings times, all cell phones will be turned off or on silent in the conference rooms or in and around adjoining exhibit areas.
- ❖ During technical meetings times, there will be no private conversations in the conference rooms or in and around adjoining exhibit areas.
- ❖ During technical meetings times, there will be no product presentations in the conference rooms or in and around adjoining exhibit areas.
- ❖ Exhibitors are to treat other exhibitors with the respect they would expect.

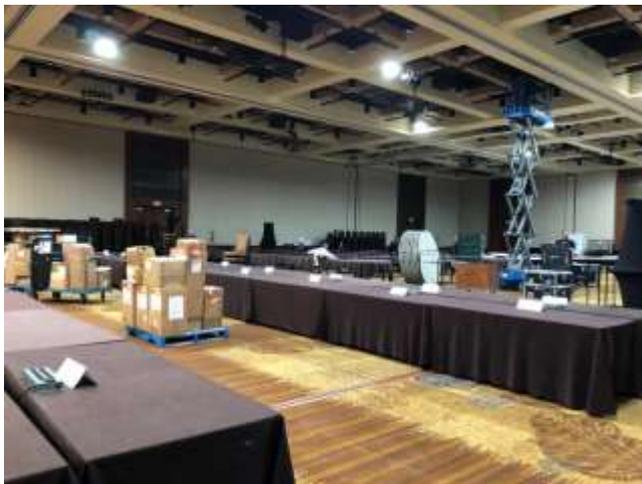
Registration

This year, paid attendees will be able to pick up their registration package at the conference registration desk. This desk is located in the Intercontinental hotel lobby, just at your right on the main entrance. You will be issued a name tag that you're required to wear at all ANNA Conference activities.

Vendor Booth Details

You will be allocated a booth space consisting of 180cm x 70cm table and an electrical plug. The floor plan with your booth N° and floor plan will be displayed on the exhibition room access from Sunday 08th of September.

Space for this year's edition will have a configuration similar to last conference in Calgary:



You'll not be allowed to use a free-stand-up stand, your display must fit on the table and nothing can be pinned to the walls around your display table.

Equipment or displays that will not meet these criteria will not be allowed on the show floor (strict rule, no complain will be heard).

Set-up/Tear-down Schedule

The exhibition is open for set-up on:

- ❖ Sunday 08th September from 14:00 to 22:00
- ❖ Monday 09th September from 08:00 to 17:00 (Exhibitors are recommended to organize their booths calmly as the conference will take place in the same space)

Please make sure your display is ready and any empty crates/boxes are put under your booth by Monday 9th September 17:00.



Exhibition opening times:

Exhibitor night - Tuesday 10th September 18:00 to 23:00

Exhibitor night – Thursday 12th September 18:00 to 22:30

The hall will also be available during morning and afternoon breaks, and during lunch.

ANNA-EU staff will be on hand at that time to give instructions and point vendors to their assigned tables.

Exhibition break-down time:

Thursday 12th September, after 22:00

Friday 13th September, between 08:00 and 15:00

Before departing, you **MUST** ensure your things are packed, properly labelled as requested by the courier, ready for shipping and left in the designated area in Ballroom 4-6 **BEFORE** leaving the Conference Room. Intercontinental Staff will bring these parcels down to the conference storage.

Please have your return shipping papers filled out **BEFORE** your arrival and bring your own shipping tape.

The ANNA-EU staff will be on hand Thursday night to review paperwork. All vendors who are shipping materials away **MUST** check their paperwork and packages with ANNA-EU Staff and receive their OK that paper works are correct and packages are accepted for shipment, before leaving the conference hall.

Be warned: If a vendor thinks they can just leave their packages sitting on a table, with nothing more than a business card sitting on it (such as what happened in 2012 with one vendor), their packages will be considered abandoned!

Any considered abandoned or improperly prepared package will be thrown away, no complains will be heard.

In the event that unusual handling requirements result in additional charges, these charges will be assessed to the responsible vendor using the credit card information provided by the vendor during registration.

Shipping instructions

ANNA-EU is not contracting with a formal drayage firm this year. Rather, we are utilizing the Intercontinental Hotel receiving department, located within that facility for receipt, storage, and handling of vendor's packages coming to, and shipping away from, the conference.

Shipping IN

- ❖ Shipping to Intercontinental via **FedEx or UPS or DHL** exclusively.
- ❖ **No packages exceeding 60 lbs (27 kg) are allowed.** Thus, no pallets, large crates, or heavy equipment are allowed.
- ❖ The Intercontinental Hotel Staff have asked us to stress that vendors should have the attached labels on EVERY package shipped to the hotel.



- ❖ Please arrange delivery through courier from Monday 2nd of September 'till Friday 06th of September between 7am – 3am
- ❖ Delivery address
InterContinental Vienna
Receiving department Am Heumarkt 2
Johannesgasse 28
1030 Vienna

Shipping OUT

- ❖ Shipping from Intercontinental via **FedEx or UPS or DHL** exclusively.
- ❖ The Intercontinental Hotel Staff have asked us to stress that vendors should have their courier labels properly attached on EVERY package shipped out from the hotel. **If not done correctly, the courier won't take them and parcels will be thrown away, no complains will be heard.**
- ❖ Please arrange pick-up of your parcel delivery through courier on Monday 16th of September between 7am and 3pm
- ❖ Pick-up address
InterContinental Vienna
Receiving department Am Heumarkt 2
Johannesgasse 28
1030 Vienna

Forms

Vendors shipping displays and such into the conference should come to the conference with the necessary forms, filled out, for the return shipment of their property. Bring your copies of the paperwork (tracking #'s, etc.) just in case.

For international shipments both into and away from the conference, vendors will need an International Air Waybill and a Commercial Invoice.

For shipments going away from the conference, international vendors should ask their courier International Representative if there are forms they need to fill out which may help in minimizing or even avoiding some of their own nation's customs fees on goods returning home.

- ❖ **International Air Waybill**
This is the basic shipping document that stays with the shipment, and contains the tracking number.
- ❖ **Commercial Invoice**
Commercial invoice needs to contain all the information about the package(s) for customs. On materials such as displays, we recommend the following information to be written on your invoice *"This personal property will be returning to [whatever your country of origin] at the end of a one-week conference in Austria"*, or wording to that effect. The intent is to alert customs that the contents are not staying in Austria.



❖ **Additional documentation**

Other documents aiming to reduce or eliminate customs and duties for your displays which will be returning to your nation after the conference might also be needed. Please speak with your International courier representative (prior to the conference) for information regarding your nation's specificities.

In addition to the herabove forms, the label provided in attachment *should also be used on each package for shipment to the conference.*

Dress code

Events at the ANNA Conference will be business casual, slacks and golf shirts or button downs.

For the Golf Tournament wear dress shorts or slacks and collared shirts. No denim or cut off shorts, and no tee shirts are allowed.

Passports

Like last year, we will be using a passport for the Thursday night grand prize drawing. All producers will be issued a passport in their registration packets. Passports will need to be stamped Monday, Tuesday, Wednesday and Thursday evening by all exhibitors companies represented in the exhibit hall. All completed passports will be placed in a drum for the evening prize drawings.

If you have any questions or require additional information, please be in touch with Muriel Merchiers prior to the conference:

mme@gemaco-piping.com

+32 496 87 20 04 (between 9-6 GMT+1 time)

We look forward to a great conference experience for all our vendors and the producers who attend.

Thank you for supporting the ANNA-EU Conference!

ANNA-EU Team