



# Exhibitor Manual

**LabDays Copenhagen 2020  
in the Øksne hall**



J.B. EXHIBITIONS



# **Welcome to LabDays Copenhagen 2020**

## **2<sup>th</sup> to 3<sup>th</sup> September in the Øksne hall**

We are pleased to welcome all exhibitors to LabDays Copenhagen 2020 with this Exhibitor Manual.

It is our hope that this manual will answer all your questions concerning practical details before and during the event. Here you will find information about opening hours, technical information's and services as well as ordering lists.

We ask you to read the material thoroughly, so that the event is going to work as well as possible for the benefit of all involved. If you are unsure about practical issues or need further information, please contact Bo Rasmussen or Jesper Åndahl from J.B. Exhibitions (the organizer).

Happy reading - we look forward to welcoming you at the Øksne hall in Copenhagen.

Best regards

**J.B. Exhibitions**



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## ADDRESSES AND TELEPHONE NUMBERS

### Organizer of LabDays Copenhagen 2020

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DK - 2700 Broenshoej  
VAT.: DK35241299

Bo Rasmussen:  
P: +45 2033 3316  
E: [bo@nordiclabfairs.dk](mailto:bo@nordiclabfairs.dk)

Jesper Åndahl:  
P: +45 2127 0814  
E: [jesper.andahl@gmail.com](mailto:jesper.andahl@gmail.com)

Homepage: [www.labdays.dk](http://www.labdays.dk)

### Phone us at the Øksne hall

If you want to contact us during the fair or during the build-up day, please phone us and we will come down to your stand and meet you.

### Contact persons:

Bo Rasmussen: P: +45 2033 3316  
Jesper Åndahl: P: +45 2127 0814

### The address of the Øksne hall:

Halmtorvet 11  
DK-1700 København V  
Denmark

### Contact person at the Øksne hall:

Before July 8<sup>th</sup>: Kim Sophie Schulze-Berger (note the expedition time is longer due to lower staffing during the corona crisis up to July 8<sup>th</sup>)

M: +45 2891 7530 – E: [ksb@dgiby.dk](mailto:ksb@dgiby.dk)

After July 8<sup>th</sup>: Dorte Jørgensen

P: +45 3329 8368 - M: +45 5219 1415 - E: [dj@dgj-byen.dk](mailto:dj@dgj-byen.dk)

W.: [www.dgj-byen.com/oeksnehallen](http://www.dgj-byen.com/oeksnehallen)



## **OPENING HOURS at LabDays Copenhagen 2020**

### **Access for exhibitors during the build-up day – September 1<sup>th</sup>**

Exhibitors can enter the exhibition hall Tuesday, September 1<sup>th</sup> from 7.00 am to 12.00 pm.

### **Access for exhibitors during the fair – September 2<sup>th</sup> – 3<sup>th</sup>**

Exhibitors can enter the exhibition Hall from 8.00 am during the two fair days – September 2<sup>th</sup> – 3<sup>th</sup>. And the exhibitors need to be out of the Hall at 4.30 pm latest (the first day during the fair).

### **Access for visitors during the fair**

Opening hours during the fair:

Wednesday 2<sup>th</sup> September 9.00 am to 4.00 pm

Thursday 3<sup>th</sup> September 9.00 am to 4.00 pm

### **Break down for exhibitors**

Thursday 3<sup>th</sup> September 4.00 pm to 12.00 pm

PS. The exhibitors must not start the break down of the stand before 4.00 pm; and exhibitors are not allowed to remove the exhibited products from the stand before 4.00 pm. Observe that J.B. Exhibitions are entitled to issue fines (according to the general rental terms) if anyone starts break down before 4.00 pm.

## **PRACTICAL INFORMATIONS**

### **Admission for visitors**

It is free of charge to visit LabDays Copenhagen 2020. The only requirement is the visitor needs to have a professional relation to the lab industry. All visitors must register and print out their ticket. Visitors can pre-register on our homepage [www.labdays.dk](http://www.labdays.dk), or they can do it on-site at the entrance to the fair. In June, the link to the pre-register system will open. There is a bar code on the ticket, and when the visitor enters the fair, their ticket will be scanned.

### **How are the visitor's figures made?**

According to UFI (World Organization for trade fair operators), we count the number of visitors per day - i.e. if a visitor comes two days in a row, we count the person as two visitors. If you go in and out at the fair (during the same day) and are scanned each time; you count only as one visitor that day. The visitor scan-system can see if you have been at the fair earlier that day.

The final number of visitors is published immediately after the last day at the fair on our homepage.



## **Evaluation and analysis of the fair**

Shortly after the fair we make an evaluation of LabDays Copenhagen 2020. We send an evaluation scheme to all the exhibitors, and a number of visitors, and ask how they experienced the fair. Based on the feedback, a report will be prepared and published on our homepage [www.labdays.dk](http://www.labdays.dk). And all exhibitors will also receive a mail with the report.

## **Exhibitor cards to your staff and stand no.**

Each exhibitor has to log into our E-Metric ExhibitorForum (via the Internet). Each exhibitor has already received an email incl. link to E-Metric system from [jesper.andahl@gmail.com](mailto:jesper.andahl@gmail.com)

In the mail is your Username and your Password and your stand no. Your Username will be the five first letters in your company name.

If you can't find your Username or your Password; please contact Jesper Andahl  
P: +45 2127 0814 or E: [jesper.andahl@gmail.com](mailto:jesper.andahl@gmail.com) – and he will make sure you get it.

Once you are logged into ExhibitorForum, please use the button labeled "Exhibitor Card". The button is at the top right of the screen. You insert the names of the staff that will be on your stand during LabDays Copenhagen 2020.

And the E-Metric system will automatically send an email to the person the company has indicated (the e-mail of this person can be seen on the pages in the system). This mail will be sent from week no. 32 in the start of August.

Then you print out all you exhibitor cards at home; and your staff shows the card, when they enter the fair. On the card, you find the following information:

Exhibitor Card  
Stand no:  
Name of the employee  
Company Name

## **Download Promotion kit for LabDays Copenhagen 2020 and improve your marketing**

Do you need a LabDays Copenhagen logo on your website or in your auto signature in your mail system; download it here from the Promotion kit. Here you will also find electronic invitation card, so you can email to your entire customer database and invite them to visit you at the fair.

Click here to download the Promotion kit. <https://bit.ly/3dd601V>

**Remember that all analyzes show that the exhibitors' marketing is the strongest. So, it is important that you as an exhibitor use all the elements of the Promotion kit.**

**Online catalog on [www.labdays.dk](http://www.labdays.dk)**

We have established an online catalog, which is located on the front of our homepage [www.labdays.dk](http://www.labdays.dk). Under the button "Catalog 2020" appears all exhibitors in an alphabetical exhibitor list. When you click on the name of the firm, you get into the company's own site in the online catalog.



We have in advance put texts into your company site in the online catalog (taken from LabDays 2019 or from LabDays Copenhagen 2018s' catalog). If you want to change the text, you do it in the E-Metrics Exhibitor Forum. If you are a new exhibitor, then we have taken some text from your homepages at used it on the online catalog.

In section "Exhibitor Card to your staff" above is a described how to get into the E-Metrics Exhibitor Forum. Once you are logged in, then click on the button "online catalog" and change your text.

The alternative is to send a mail to [jesper.andahl@gmail.com](mailto:jesper.andahl@gmail.com) and write down the changes you want to have in the online catalog. Then Jesper will change the text in the E-Metric system.

### **Buy the online package in the online catalog**

As exhibitor, you can get extra visibility in our online catalog and on our homepage [www.labdays.dk](http://www.labdays.dk) – all you have to do is buying our online package for only DDK 895.

The online package contains your company logo in the company list, and on the front page on our homepage (also on most of the other sizes on our homepage). Beside this you can upload up to 10 photos and upload a video on your site in the online catalog.

If you need help to upload photos or your video, send it to [jesper.andahl@gmail.com](mailto:jesper.andahl@gmail.com) and Jesper will make sure it is uploaded on your size in the online catalog.

**Please remember if you have bought a turnkey stand, then the online package is included in the stand rental.** If in doubt (which stand you have) please ask Jesper.

The online catalog will be active until the next LabDays fair about 12 months after LabDays Copenhagen 2020.

### **Hold a company presentation at "Exhibitors FREE Lab Theater"**

We will establish a smaller scene in the exhibition area, where the exhibitors can make short presentations/seminars (20-35 minutes) for the visitors on the fair. It is free of charges, but each exhibitor has to sign up and get our approval (of the presentation you plan to do). Sign up by writing to: [bo@nordiclabfairs.dk](mailto:bo@nordiclabfairs.dk) phone +45 2033 3316.

It is free of charges for the visitors to participate, and they don't have to sign up in advance.

The program will be announced on: [www.labdays.dk](http://www.labdays.dk)

### **First ePoint access is included in the stand rental. Extra ePoint access can be bought**

ePoint is our Lead Management Module, which you can use by downloading an app on your tablet, so you can read the barcode on all the visitors that visited your stand during the fair. This means you easily and quickly can get all relevant information on the visitors that visiting your stand (name, title, company name, phone etc.); and all these information's can be downloaded directly from the system into your own CRM system.

You also have a number of options available in the ePoint system. You can for example put the names of all your staff on the stand into the system, you can also insert your product groups,



and you can insert the action you want to take towards the customer you have scanned. Daily or after the fair, you can see who has talked with the customer, see which product groups he or she was interested in, and finally see what action your sales people are going to take.

The first download is included in your stand rental; and the price on the following downloads is only **DDK 195** ex. VAT. And if you need more than 5 units (downloads) on your stand, then all download over the 5 units is free of charge.

Send an email to [bo@nordiclabfairs.dk](mailto:bo@nordiclabfairs.dk) if you want to sign up for an extra ePoint access, and write how many downloads (access) you need. If there are questions, then you are also welcome to contact Bo phone +45 2033 3316 or mail [bo@nordiclabfairs.dk](mailto:bo@nordiclabfairs.dk).

You will partly be able to get support from us (Bo & Jesper) and partly from our IT partner, Sten Kaspersen mobile phone +45 3029 9166 mail: [ska@metria.dk](mailto:ska@metria.dk) and Sten will also be at the fair during the two days the fair takes place.

### **Offer from Scandic hotel Kødbyen**

Scandic Hotels has opened a new super nice hotel in Kødbyen (Meat packing district in central Copenhagen) approx. 200 meters from the entrance to the Øksne hall. We have made an agreement with the new hotel, so we can offer all exhibitors to book into the new hotel for a good price. Soon, the menu button below will be activated, after which you can book your room at the new hotel.

See more about the Scandic Hotel in Kødbyen here: <https://bit.ly/37DgM0e>

### **Parking**

Exhibitors are referred to DGI-Byens parking house (192 places) right next to the Øksne hall. The P-house is centrally located by drive through Ingerslevsgade, 1704 Copenhagen V. You can buy your parking ticket in the ticket automat at the parking house, or you can use one of two parking Apps: EasyPark or Apcoa Flow. Parking is at your own risk.

Prices are:

From 06.00-22.00 – DKK 27 per hour with Apcoa Flow App

From 06.00-22.00 - DKK 32 per hour (automat or EasyPark)

From 22.00-06.00 – DDK 10 per hour

24-hour ticket – DDK 198

Parking in the P-House can only be allowed for vehicles below 3,500 kg of total weight or max 2 m. in height. Over max weight and height refer to parking in the Hvide Kødby (White meat packing district) or at Ingerslevsgade.

For alternative p-houses, see map on our homepage. For prices and times of parking in Copenhagen please check out: [www.kk.dk/parkering](http://www.kk.dk/parkering)





## **Parking in connection with the build-up and the break down days**

The square in front of the exhibition hall (when you come from Halmtorvet) can be used free of charge for loading and unloading on the construction days - you must have a loading and unloading note in the windscreen; This is handed out from our staff located at the entrance to the square or at the reception in the Øksne Hall (located at the entrance to the Øksne hall).

**It should be emphasized that the parking space in front of the exhibition hall can't be used for parking during the fair (requirements from the Municipality of Copenhagen).**

## **Catering for exhibitors**

Coffee, tea, sandwich and breakfast, etc. can be booked in advance at the Øksne hall technical order forms. Alternatively, you are welcome to use Café ØX during the fair.

It should be noted that it is not possible to buy food and beverages outside the opening hours of the fair.

Sandwich, fruit, muesli and water for construction day 1th September can be ordered in advance – here you have to use the order forms from the Øksne hall.

Sale and dispensing of food and beverages in the Øksne hall

It is emphasized that all dining and selling of food and beverages in Øksne hall is made and sorted under the Øksne hall and must be ordered at Café ØX.

If the rules regarding dispensing are not complied with, payment of serving and prop taxes may be subject to the Øksne hall.

Exhibitor may hand out samples or "samples" according to the following guidelines:

- Regular drinks must not exceed 5 cl. - Spirits max. 1 cl.
- Food - max 5 gr. Per sample. The customer / guest must receive a maximum of 10 gr. In total
- The food must be served from the individual stand and must not be included as part of an event outside the booth

Click here to get to the booking forms: <https://bit.ly/3dd601V>

## **Coffee arrangement**

The Øksne hall has a coffee arrangement for the exhibitors, so for DDK 95 you get a full jug of coffee; and the subsequent fillings cost DDK 40. And you can get coffee cups when you collect the coffee in Café ØX (The café in the end of the Øksne hall). For DDK 125 you can get a credit card for your stand. So, when your staff make the refill, then they can pay with the card. Alternatively, you can also make an appointment with Café ØX, so they make a total bill for you, which you receive immediately after the fair.



## Photographer

For only DDK 1.250 you can get 4 professional photos of your stand. The photos are computer processed and delivered digital by our photographer Torben Åndahl.

Should you use photos in addition to the standard package, then call Torben directly and come to an agreement about price and details.

Contact: Photographer Torben Åndahl Phone +45 2125 2608 or mail [torbenandahl@yahoo.com](mailto:torbenandahl@yahoo.com) - for more info: [www.torbenandahl.dk](http://www.torbenandahl.dk)

## The stand rental for "Normal stands" includes the following:

Stand walls against neighbors (2,5 m. high white walls)  
Light: 2 spots for each 12 m<sup>2</sup> will be installed in the ceiling over your stand  
1 power supply approximately 1,5 kW (3 plugs)  
1 ePoint access (system so you can scan visitor badges at your stand)  
Wi-Fi connection  
Inclusion in the online catalog with two profile text on your site in the catalog.

**Cleaning of the stand is not included and must be ordered separately at the Øksne halls' technical department - (see the order form from Øksne hall).**

## Included in the stand rental for Turnkey stands

Turnkey stands in the blue area has the following included: stand walls, light spots, 1 ePoint access, Wi-Fi just like the "normal stands". In addition, the following is included: Marine blue carpet in the stand, daily cleaning of the stand, a café table and two chairs as well as our online package of company logo in the online catalog, as well as the ability to upload photos and video on your page in the online catalog.

Daily cleaning is included

Your stand will be cleaned before the opening day (during the period from 1th to 2th September in the evening / morning) and after the 1st fair day.

Daily cleaning consists of vacuum cleaning and floor washing of free floor areas and emptying of trash.

Dusting of tables, shelves and such have to be done by the exhibitor.

## Water

It is possible to connect water, sink and collection tank in the Øksne hall. To order this, you have to fill out the order form from the Øksne hall. Direct drainage is not available.

## Waste

At the rear (outside) right outside the Øksne hall there are waste containers. Cardboard boxes must be folded together, bottles you have to put in the bottle container. For lighter waste, plastic cups, napkins etc. there are trash cans around in the hall.



## **Alarm / guard outside opening hours**

In order to secure the exhibited objects, and to secure that the visitors only have access through the main entrance, the Øksne halls' gates are secured with alarms. Therefore, the Øksne Hall gates should not be opened - only in case of fire. **Unwarranted opening of gates is invoiced to the stand by DDK 4.375.**

There is an alarm on all the gates to the Øksne hall, and these alarms are activated when the fair closes approx. pm. 17.00 and deactivate again the next morning just before the first exhibitors can enter. And if the alarm goes off, the Øksne halls' guards automatically receives a message, so they will be in the exhibition Hall shortly after. At the same time, the alarm goes to the Øksne halls' security company; who contact guards from the Øksne hall; and if they confirm that there is a real alarm, they will send a car to the hall immediately. If you need to use the side gates during the fair, please contact the Øksne hall production office.

## **Ordering and payment of additional supplies at the Øksne halls' Technical Department**

The technical department in the Øksne hall is our technical operator for the fair. So, if you need extra power plugs, extra shelves, chairs, etc. This can be ordered from the Øksne hall Technical Department. Please note that the technical department is not fully staffed up to July 8<sup>th</sup>; as the Corona crisis has led to the repatriation of many employees in the Øksne hall. This can course longer expedition times when you contact the Technical Department.

Here you can see the Øksne hall Technical Catalog: <https://bit.ly/3dd601V>

Here you can see the order forms from the Øksne hall <https://bit.ly/3dd601V>

## **Deadline for ordering additional deliveries**

Fill out the order form and submit your order before Tuesday, 21 August 2020. Orders made after this date will cost 20% more than the prices shown.

Payment of services/furniture etc. ordered before the fair is invoiced by the Øksne hall after the end of the fair.

Ordering of additional services during the fair takes place at the Øksne hall production office. If any products or services are sold-out, then we can't guarantee to deliver the products/services.

In order to make sure everything is ready when the fair start, it is very important that the deadline for orders is respected.

## **Complaints**

If you have any complaints about deliveries from the Øksne hall, please send the complaints in writing (mails) immediately, before the fair close. Otherwise, complaints can't be accepted.

## **Load of roof structure**

Suspension of banners, light or heavy objects over 2½ meters, must be approved by J.B. Exhibitions.

Heavy objects have to be hang-up by the Øksne halls' technical department.



### **Max construction high in your stand**

If you have a turnkey stand, you have to use our stand walls – in other words it is mandatory to use our walls if you have a turnkey stand. And you are not allowed to build higher than 2.5 meters (if you have a turnkey stand).

**Normal stands must be authorized by J.B. Exhibitions if you want to build higher than 2.5 meters.** If your stand is located along the outer wall of the exhibition hall, then we will allow you to build higher than 2,5 meters. And if your stand is located between other stands, your neighbors has to approve it, if you build higher than 2,5 meters.

You are not allowed to hang up signs or other things over 2,5 meters. And if you want to do it, you have to get approval from J.B. Exhibitions.

### **Fire and Emergency Exits**

The following practical rules must be observed in the exhibition hall:

- Fire and emergency exits must not be blocked.
- Smoke and steam must not be produced.
- All flammable material used in the exhibition Hall must be fireproofed.
- Roof structures of any kind must be approved by the organizer.
- The use of open fire must not take place without prior agreement with the organizer and the Danish fire authorities.
- The exhibition Hall is equipped with the required escape route signs; and if the fire authorities require additional escape route signs, the Øksne hall will make sure it is established.
- The fire authorities in Copenhagen has in advance approved the floorplan made by the organizer J.B. Exhibitions.

### **Smoking**

Smoking in the Øksne hall is **not** allowed.

### **Packaging and cargo handling/DSV contact information**

If you need help for cargo handling- and storage, this can be arranged by **DSV Solutions A/S**.

Contact: Manager, Henrik Glendorf phone +45 4320 3853 or mobile phone +45 4040 3989. E-mail: [henrik.glendorf@dk.dsv.com](mailto:henrik.glendorf@dk.dsv.com)

Cargo of any kind must **not** be stored on the stand. The Øksne Hall has no additional storage capacity for cargo; so, all storage must be carried out by DSV, if you don't have your own storage capacity to "do the job".

### **Driving trucks in the exhibition hall**

It is only DSV that are allowed to use a manned truck in the exhibition hall. In other words, exhibitors must not use manned truck in the exhibition hall. Exhibitor are allowed to use smaller trucks without motor (drawn by man power)

The Øksne hall has a pallet truck which can be borrowed by the exhibitors.



Do you have big heavy cargo you need to get into your stand, we recommend you to make an agreement with DSV (see contact information above on site no. 12).

### **Cloakroom**

There will be a manned cloakroom for visitors and exhibitors on the fair. It is free of charge to use the cloakroom and the cloakroom is located next to the main entrance, when you enter the exhibition hall.

### **Toilets**

The toilets are located in the back of the exhibition hall, if you enter from the main entrance. And here you also find handicap toilets and toilets with baby changing table.

### **Wi-Fi/Internet connection**

There is Wi-Fi in the exhibition hall.

- Network: oeksne
- Password: Guest @ oeksne

If you want a cable line, you can order this from the Øksne halls' technical department (check the order form from the Øksne hall above).

### **Use of sound system**

If you use sound system on your stand, you have to show respect towards neighboring stands. And if the organizer receives complaints from neighbors; you have to turn down.

### **Insurance/Responsibility**

For your own sake, we recommend you to make an appropriate insurance. The Øksne hall or the organizer can't accept any responsibility for exhibitors' property. If you lose anything during the fair due to theft, the Øksne hall or the exhibition organizer can't be held responsible. (Alarm and guard conditions are described above on site no. 11).

### **Personal items**

We kindly requested the exhibitors to hid bags, coats and similar personal items, so it is hidden for the visitors when then visit your stand. As an alternative storage option may be used in the cloakroom. (See: Cloakroom above on this size).

### **Media partner is the trade magazine, Dansk Kemi**

The trade magazine, Dansk Kemi/Tech Media is our media partner. They are doing a special edition of "Dansk Kemi", a fair edition, and it will be published in the period up to the fair.

In addition, "Dansk Kemi" also makes a quick guide with exhibitor list and floorplan, and it will be distributed to all visitors free of charges, when they enter the fair.

The quick guide will also be made available in an electronic form, and it will be distributed on [www.labdays.dk](http://www.labdays.dk) and distributed to "Dansk Kemi's" online readers.



Printed circulation per issue: 4.196

Numbers of readers in the electronic version – Kemi Fokus: 2.138

Advertisement deadline: 27<sup>th</sup> July 2020, Published: 18<sup>th</sup> August 2020

### Contact person:

**Dansk Kemi – Jesper Bækmark: Phone +45 4324 2665**

E-mail: [jb@techmedia.dk](mailto:jb@techmedia.dk)

## General terms

### The exhibitor is subject to the general terms from J.B. Exhibitions

Besides the above, the exhibitor is also subject to the general terms which the exhibitor received with the order confirmation from JB Exhibitions.

#### General terms and conditions

**Trade fair company = J.B. Exhibitions ApS**  
**Venue for the event = The Øksne hall**

J.B. Exhibitions ApS, CVR no. 35 24 12 99, legally represents the trade fair company in this order confirmation/stand rent contract.

#### Art. 1 Price, payment and delivery

The order confirmation/stand rent contract is binding for the exhibitor and the trade fair company, when the trade fair company has received the signed order confirmation/stand rent contract, or when the exhibitor has paid his registration fee. In other words, the order confirmation/stand rent contract cannot be terminated by the exhibitor, when the trade fair company has received the signed order confirmation/stand rent contract. The exhibitor binds himself to comply with the terms of payment stated by the trade fair company in the order confirmation/stand rent contract.

#### §2 Changing the stand location

There may be situations where it is expedient for both the exhibitor and trade fair company to move the exhibitor from the agreed stand location (ie the stand location in the signed order confirmation/stand rent contract on). The trade fair company is not entitled to move an exhibitor from the agreed stand location, without the exhibitor accept to move, and accept the new stand location. If the parties can't reach an agreement on a new stand location; and if the trade fair company still require that the exhibitor move; then the exhibitor is entitled to cancel the signed order confirmation/stand rent contract. If the exhibitor cancel the order confirmation/stand rent contract due to disagreement on the new stand location, then the trade fair company are obligated to refund any paid stand rent (here also includes registration fee, online package and other things that might be included in the order confirmation/stand rent contract).

#### Art. 3 Force majeure

Should any unexpected events take place, such as war, mobilization, strike, lockout, fire, authority regulations or other, which the trade fair company has no influence on, and which precludes or

substantially complicates the completion of the event, the trade fair company is entitled to fully or partially change the location of the event. And the trade fair company is also entitled to change the dates for the event, so that the event can be conducted on a later date than planned original. In this situation, the trade fair company is also entitled to change the exhibitor's stand size, if the new venue/location require it. Any reduction of the exhibitor's stand size entitles the exhibitor to a corresponding reduction in his stand rent price. If this force majeure article is called upon, the trade fair company is also entitled to nullify the signed order confirmation/stand rent contract. If the trade fair company is compelled to nullify the order confirmation/stand rent contract, the exhibitor is entitled to a full refund of his stand rent price. The exhibitor is entitled to no further compensation from the trade fair company.

The trade fair company can't be hold responsible for any mistakes in the point system (system to scan visitor badges); and if the system fails; the exhibitor are not entitled to compensation of any kind from the Trade fair company.

#### Art. 4 Stand decoration and built-up

The exhibitor binds himself to comply with the regulations of the event venue. Be it regulations of the event venue itself, the technical staff of the event venue, health authorities, fire service and/or any other public authorities. The exhibitor also binds himself to meet the time limits/deadlines set by the trade fair company and the time limits/deadlines set by the event venue for the trade fair/event. The exhibitor binds himself to keep his stand staffed to the extent possible during all opening hours of the trade fair.

#### Art. 5 Exhibition goods/products

The trade fair company can require the exhibitor to register all his goods/products to be exhibited at the trade fair/event. The trade fair company reserves the right to prevent the exhibitor from exhibiting certain goods, regardless if the goods have already been registered. If the exhibitor exhibits other goods/products than the ones

registered, the trade fair company can remove the goods/products or dissolve the exhibitor's contract. The prepaid stand rent will not be reimbursed to the exhibitor.

#### Art. 6 Dismantling and removal of exhibited goods/products

The dismantling of the exhibition stand and the removal of the exhibition goods/products cannot take place until the trade fair/event is officially closed, unless the Trade Fair company has given the exhibitor permission. If the exhibitor breaks down his stand without permission is the trade fair company is entitled to give the exhibitor a fine of

DKK 2,500 (+VAT 25%)

All exhibited goods/products must be removed from the stand at the time stated by the trade fair company or the event venue. If the exhibitor does not comply with this, the trade fair company is entitled to have the exhibited goods/products removed at the exhibitor's expense and risk. The trade fair company and the event venue are entitled to hold back the exhibited goods/products etc. as a collateral for any claim, that the trade fair company and the event venue might have towards the exhibitor.

#### Art. 7 Sale, promotion and service

The exhibitor must comply with the rules stated by the trade fair company, the event venue and the authorities with regard to promotion, sale and placing of orders, and with regard to hand-outs of brochures, product samples, etc.

Political propaganda in connection with the trade fair/event is strictly prohibited.

Promotion, sale and placing of orders and hand-outs of product samples outside the display stand are not allowed, unless the exhibitor gets a permission in writing from the Trade Fair Company. Similar actions by companies not registered or approved for the trade fair/event is not allowed either. The trade fair company or the restaurant manager appointed by the event venue has the exclusive right to serve food and beverages in the display area, except for meals for the stand staff. Any hand-out of food samples or sales of food and beverages from the display stand must therefore be approved by the trade fair company prior to the trade fair/event. The exhibitor must



also comply with all regulations from the health authorities. The use of loudspeakers and screening of films/videos/DVDs etc. can only take place, if it is of no inconvenience to the surrounding exhibitors. If the exhibitor screens films/videos/DVDs etc., the exhibitor must collect an authorization from the authorities; the exhibitor is also required to pay any KODA charges or/and fees of any kind in connection with his use of music and films. The exhibitor is not allowed to organize any events, which aim to collectively transport the exhibitor's visitors via a private bus or any other shared transportation for visitors to and from the event venue, without a preceding authorization from the trade fair company.

#### Art. 8 Stand lending or stand sublease

The exhibitor is not allowed to lend or sublease his display stand to someone else/a third party without a written authorization from the trade fair company.

#### Art. 9 Visitor and exhibitors entry passes

All visitors and staff from the exhibitors have to use admission cards – and both visitors and staff is obligated to the extent possible to wear the admission card so that it is visible for all others. The admission card for visitors can be acquired via the homepages for the fair. And an alternative way is to acquire the admission card is to register when the visitor come to the entrance to the fair. In both cases do the visitor have to register into the fairs visitor system and give name, address and so on. And afterwards can the visitor print out his/hers admission card. Admission card to the staff of the exhibitor can be acquired via the Exhibition Forum. The Trade Fair Company send out a link to each exhibitor with Username and Password to the Exhibition Forum. Then it is possible for the exhibitor to make admission cards to the staff that will attend at the fair. The exhibitor prints out admission cards at home, and give each member of the staff his or hers admission card (with name and company name on). The admission card is strictly personal, and the exhibitor is responsible for prevent abuse of the admission card.

#### Art. 10 Liability

The exhibitor is responsible for any damage to persons, facilities or furniture/equipment caused by the exhibitor, his staff and suppliers or his exhibited goods or display materials.

The exhibitor is not allowed to fix any damages. The trade fair company and/or the event alone is responsible for the damage, which is caused by faults/errors or neglect at the event venue and/or by the trade fair staff.

All exhibited goods, products and decoration materials are at the exhibitor's own responsibility and risk in every sense. The exhibitor should in self-interest take out all necessary insurance. The trade fair company disclaims all responsibility for personal injury, damaged goods and damaged display materials etc. and disclaims all responsibility for any implied loss to the exhibitor caused by failing power and water supply, all kinds of wire/pipe ruptures, flooding, natural disasters etc.

#### Art. 11 Rules and regulations

The exhibitor or his staff can be excluded after prior warning (and/or this order

confirmation/stand rent contract can be nullified), if the trade fair company and/or the event venue finds their behavior challenging or contrary to the contract, including contrary to these general terms and conditions, or if the exhibitor's use of the rented, including if the exhibitor's manner of exhibiting is found very inconvenient to the other exhibitors or exposes the trade fair company or the other exhibitors to damage. The trade fair company hereafter has the right of disposal of the rented stand, and the exhibitor is not entitled to any reimbursement of the prepaid stand rent. Further, the trade fair company reserves

KODA is a non-profit collective rights management society that administers Danish and international copyrights for music creators and publishers, when their music is performed in public.

the right to exclude any person not employed at the trade fair/event or its built-up or dismantling.

#### Art. 12 Complaints

Any complaint should be forwarded immediately and in writing immediately after the faults has been identified, to the trade fair company and/or the event venue, before the event closes. The parties (the exhibitor, the trade fair company and the event venue) agree that the trade fair company and the event venue itself should have the opportunity to correct any mistake as soon as possible, when reported by the exhibitor.

#### Art. 13 Agreement on Danish law and Danish venue

With his signature or with his payment of the registration fee (in this order confirmation/stand rent contract), the exhibitor acknowledges, that any matters of law between the exhibitor and the trade fair company, which has its foundation in this order confirmation/stand rent contract - including the interpretation of the agreements made between him (the exhibitor) and the trade fair company, and the decision on questions regarding the exhibitor's potential liability for damages, must be assessed and settled in accordance with Danish law.

As the Danish venue, the exhibitor accepts - depending on the extent of the case - the City Court of Copenhagen or the Eastern High Court.

#### Art. 14 Matters of dispute

The management of the trade fair company will settle any matter not included in these terms and conditions, and which may cause a dispute.

#### Art. 15 Amendments to these terms and conditions

The exhibition company reserves the right to amend these general terms and conditions with immediate effect, if an enforcement

notice from the authorities or other (including the event venue) compelling conditions should necessitate it.

#### Art.16 Confidentiality regarding the contents of this order confirmation/stand rent contract

The exhibitor binds himself to handle the signed order confirmation/stand rent contract with confidentiality. This means that the exhibitor is not allowed to show or inform any third party of the contents in this order confirmation/stand rent contract.

If the exhibitor violates this article 16, the trade fair company is entitled to nullify the signed order confirmation/stand rent contract; should this happen, the exhibitor is not entitled to reimbursement of any kind.

If the exhibitor has obtained any kind of discount compared to the list prices of the trade fair/event, the trade fair company is entitled to annul this discount and claim the full amount, if the exhibitor violates this article 16.

If the authorities put demands on the exhibitor to see this order confirmation/stand rent contract, it is not considered a violation of this article 16.

#### Art.17 Special agreements

Any special agreements between the trade fair company and the exhibitor not stated in this order confirmation/stand rent contract are only binding, if they are agreed to in writing by the trade fair company.

#### Art.18 Duration of the offer

This offer is valid for 14 days from the date of the order confirmation/stand rent contract. If the trade fair company has not received a signed order confirmation/stand rent contract by this date, the trade fair company reserves the right to rent out the display area to another party.

#### Art. 19 Other material and information regarding the event

We also refer to the material applicable to this event - including specifications, exhibition overview, the event website, the Exhibitor Manual and all technic specifications from the venue etc.