

Industry Symposia Manual

Dear Supporter,

We are happy to present you with the **WSAVA 2023** Industry Symposia Manual which will take place in **Lisbon, Portugal on 27 – 29 September 2023**.

Venue address:

CCL – Centro de Congressos de Lisboa

Lisboa Congress Centre

Praça das Indústrias, 1300-307

Lisboa, Portugal

<https://lisbonvenues.pt/en/>

This manual covers important information and is designed to assist in preparing for your Industry Symposium. We trust that you will find it helpful and suggest that you read all the information presented. It will take you very little time now and could save you a great deal of time later.

Please forward this manual to everyone who is working on this project.

Please do not hesitate to contact us for further information or assistance.

We look forward to welcoming you in Lisbon and wish you a successful and fruitful congress!

Exhibitor (Supporters) Portal

Each exhibitor/supporter has received an e-mail with login details to access the Portal. The Portal enables Supporters and Exhibitors to:

- Submit company logo and profile
- Order lead retrieval (badge scanners)
- Order exhibitor badges
- Submit booth drawing (for “Space Only” booths)/Fascia sign lettering (for “Shell Scheme” booths)

Link to access the Portal <https://exhibitorportal.kenes.com>

Notes:

- The login details has been sent to the person signing the contract. This person is responsible for passing on the login details to third party if needed.
- Access to all Portal services will be available only after submission of your company profile and logo.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

Kenes Contacts:

Conference Organiser

Kenes Group

Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488

Industry Coordinator

Aleksandra Sinapova

M: +359 895 76 0548 | E-mail: asinapova@kenes.com

Industry Liaison & Sales

Lisa Sant

Tel: +31 20 763 0515 | Email: lsant@kenes.com

Hotel Accommodation

Tami Vidra

Tel: +41 22 908 0488 Ext: 567 | E-mail: tvidra@kenes.com
<https://hotels.kenes.com/congress/WSAVA23>

Audio Visual Coordinator

Mike Perchig

E-mail: nest@nest-av.com

Registration Specialist

Coming Soon

E-mail: reg_wsava23@kenes.com

Product Marketing Coordinator

Olaja Espejo

E-mail: oespejo@kenes.com

Contractors:

Catering

Silva Carvalho Catering

Ines Oliva

E-mail: ioliva@sccatering.pt

Catering is **exclusive** to *Silva Carvalho Catering*

Onsite Logistic Agent, Material Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Irit Sofer

Tel: +972 52 8890 129 | E-mail: irit.sofer@merkur-expo.com

Merkur is the **exclusive** handler inside the venue.

Hostesses & Temporary Staff Hire

Júlio Teixeira

E-mail: julio.teixeira@ccl.fil.pt

Action Item <i>Please refer only to items which are included in your signed contract</i>	Deadline	Contact Person

Staff Hotel Reservation	As soon as possible	Tami Vidra tvidra@kenes.com
Payment of Invoice Balance	Must be received in full one week prior to the Meeting	Pazit Hochmitz phochmitz@kenes.com
Symposium Final Program (for approval by Scientific Committee)	As soon as possible and no later than Friday, 04th August	Aleksandra Sinapova asinapova@kenes.com
Program Book Adverts	Friday, 04th August	Aleksandra Sinapova asinapova@kenes.com
Promotional E-mail Blast (Exclusive/Joint)	Tuesday, 22nd August	Aleksandra Sinapova asinapova@kenes.com
Text for App Push Notifications	Thursday, 07th September	Aleksandra Sinapova asinapova@kenes.com
Mobile app adverts	Thursday, 07th September	Aleksandra Sinapova asinapova@kenes.com
Mobile app banner	Thursday, 07th September	Aleksandra Sinapova asinapova@kenes.com
Badge Scanner/ Lead Retrieval System Kenes Exclusive	Thursday, 07th September	Aleksandra Sinapova asinapova@kenes.com
Placing orders for Live Streaming, Voting / 'Ask the Speaker'/ Evaluation and other Technology Products and Services Kenes Exclusive	Wednesday, 23rd August <i>Orders received after the deadline will incur rush fees</i>	Olaja Espejo oespejo@kenes.com

Catering Services	Thursday, 07th September <i>After this deadline surcharge will be applied, subject to items availability.</i>	For order form, please click here Silva Carvalho Catering Ines Oliva ioliva@sccatering.pt
Hostesses & Temporary Staff Hire	Please directly contact the company	Júlio Teixeira julio.teixeira@ccl.fil.pt
Graphics & Signage	Please directly contact the company	
Furniture, Plants & Floral Arrangements	Please directly contact the company	
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms	Please directly contact the AV coordinator	Mike Perchig nest@nest-av.com
Shipping & Material Handling Services		
Door to door & Airfreight shipments	Please contact <i>Merkur Expo Logistics</i>	Merkur Expo Logistics Irit Sofer irit.sofer@merkur-expo.com
Shipment via Lisbon advance warehouse	4 days prior to the Meeting We highly recommend using this option	
Direct to the Venue	Please contact <i>Merkur Expo Logistics</i> Subject to time slot	

Industry Symposia:

Company Name	Date	Time	Location	Session Details
Animal Care Group	Wed, 27th September	13:30 –14:30	Auditorium III+IV	Click here
Boehringer Ingelheim	Wed, 27th September	13:30 –14:30	Room 5A+B	Click here
MSD	Wed, 27th September	13:30 –14:30	Room 3A+B	Click here
Zoetis	Thu, 28th September	12:55-14:20	Auditorium II	Click here
Royal Canin	Fri, 29th September	12:55-14:20	Auditorium II	Click here

Due to CE accreditation criteria for this Congress, the following rules apply:

- **Congress banner** should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- When promoting your symposium, please always indicate on any of your promotional materials **“Sponsored Symposium – non-CE session”**
- When promoting y
- our symposium, you are allowed ☐to use the phrase: **“Official symposium of 48thWorld Small Animal Veterinary Association Congress”**, which will take place in **Lisbon, Portugal, 27 – 29 September 2023**
- We recommend arriving at least 15 min prior to the start of your Symposium, to check the setup. A member of the Kenes Operational team will be available onsite should you need any assistance.
- Handouts are allowed to be distributed at the entrance to the Symposium Hall; however, it is NOT permitted to place material on the seats inside the hall.
- Printed tent cards placed on the head table are allowed

and should be produced and provided by supporter.

- We ask presenters to follow the time schedule precisely in order for the day's events may run smoothly. The updated scientific program can be found on the [WSAVA 2023 Website](#)

In addition, it is not permitted to use the **WSAVA 2023 logo** on any of the symposia materials

Catering / F&B

- **Only** Lunch boxes can be taken into the symposium halls. The stations will be located outside the halls.
- Supporters who wish to order Lunch boxes for their symposium or any food and beverages for their congress/hospitality room are welcome to do so directly with **Silva Carvalho Catering**. Kindly contact Ms. Ines Oliva at ioliva@sccatering.pt.

Deadline: Thursday, 07th September

- Other arrangements – upon request. If you would have any different F&B request for your symposium, please contact the Industry Coordinator first asinapova@kenes.com, so we can check for you.
- Catering is **exclusive** to **Silva Carvalho Catering** and should be ordered in advance.
- If you are considering having catering during the symposium, please note that additional charges will be applied for cleaning the hall immediately following the session.
- Please take into consideration that lunch and refreshments will be served in the Exhibition Hall according to the Congress timetable ([click here](#) for the most updated timetable)

If you are planning to offer catering together with the symposium, it is recommended to indicate this in all publications (as long as it is in line with the supporter's

internal compliance policy.)

Technical Rehearsal

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Meeting Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians.

Speakers’ Expenses

As indicated in the sponsorship agreement, the supporting company, in addition to the support fee, must cover all speakers’ expenses, including registration fees, accommodation and travel expenses. This also applies in the case where the Sponsored Symposium speakers have already been invited by WSAVA 2023.

Auditorium II: Technical Details

Hall Technical Details	
Hall Location	1 st Floor
Hall Capacity	350 participants
Hall Layout	Theatre

Auditorium III+IV: Technical Details

Hall Technical Details	
Hall Location	1 st Floor
Hall Capacity	200 participants
Hall Layout	Theatre

Room 3A+B: Technical Details

Hall Technical Details

Hall Location	Ground Floor
Hall Capacity	300 participants
Hall Layout	Theatre

Room 5A+B: Technical Details

Hall Technical Details	
Hall Location	Ground Floor
Hall Capacity	300 participants
Hall Layout	Theatre

Lectern for Auditorium II, Auditorium III+IV, Room 3A+B and Room 5A+B

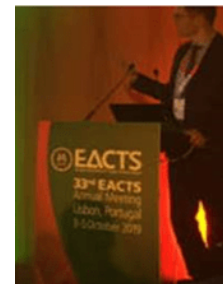
Lectern Banner Dimensions:

Front:

Width: 0,66 m

Height: 1,20m

For lectern branding, please refer to the* note below



Head Table for Auditorium II

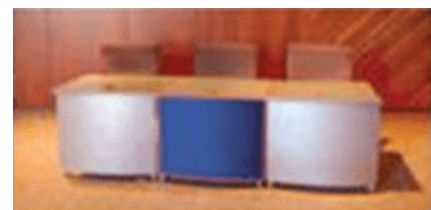
Head Table Dimensions:

2,40m wide by 0,71m high

Sufficient seating for up to 3 persons (the head table will be made out of 3 modules)

- Signage exclusivity for FILDESIGN (see details below)
- Self-branding of the head table is not permitted
- Using the WSAVA 2023 logo for the branding is not allowed

The head table will comprise 3 single table modules like the below:



Head Table for Auditorium III+IV, Room 3A+B and Room 5A+B

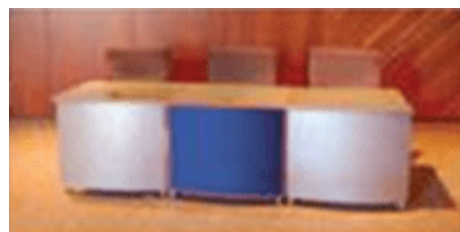
Head Table Dimensions:

3,20m wide by 0,71m high

Sufficient seating for up to 4 persons (the head table will be made out of 4 modules)

- Signage exclusivity for FILDESIGN (see details below)
- Self-branding of the head table is not permitted
- Using the WSAVA 2023 logo for the branding is not allowed

The head table will comprise 4 single table modules like the below (note that the example below comprises 3 modules):



***Please note that the head table and the lectern will be branded with the general Congress branding.**

For alternative/additional arrangements (fees may be incurred) please contact Aleksandra Sinapova asinapova@kenes.com

- **Head table:** due to the specifics of the branding, changing the default Congress branding is not recommended. However, if you prefer to have your own company branding for the head table, you need to cover financially also a back-up WSAVA one or you can bring a supporting structure that can hold the banner. Please contact the Industry Coordinator Aleksandra Sinapova asinapova@kenes.com to discuss the options. The official supplier for producing the branding of the head table is **FILDESIGN**, email: lisboacc@ccl.fil.pt

- **Lectern:** due to the specifics of the branding, changing the default Congress branding is not recommended.

However, if you prefer to have your own company branding for the head table, you need to cover financially also a back-up WSAVA one. The official supplier for producing the branding of the lectern is **FILDESIGN**, email: lisboacc@ccl.fil.pt

Please click on the links below for venue map:

- [Level 0](#)
- [Level 1](#)

Auditorium II, WSAVA 2023 Conference

- Central front projection screen, image of H2.8 X W5 meters approx.
- Central Data projector, at least 10000 ansi-lumens.
- 40" Confidence monitor in front of the head table, showing the same PowerPoint image as projected on the main central screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- A. (sound) system, which covers the hall and the stage, including 7 wired microphones (3 head table, 1 lectern, 3 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems.

Auditorium III+VI, WSAVA 2023 Conference

- 2 x front projection screens, image of H2 X W3.45 meters

approx. each

- 2 x Data projectors, at least 6000 ansi-lumens each.
- 32" Confidence monitor in front of the head table, showing the same PowerPoint image as projected on the 2 screens.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- A. (sound) system, which covers the hall and the stage, including 6 wired microphones (3 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitor for the lectern and the head table.
- AV technician to operate the above-mentioned systems.

Room 3A+B and Room 5A+B, WSAVA 2023 Conference – in each:

- 2 x front projection screens, image of H1.6 X W2.8 meters approx. each
- 2 x Data projectors, at least 4500 ansi-lumens each.
- 32" Confidence monitor in front of the head table, showing the same PowerPoint image as projected on the 2 screens.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- A. (sound) system, which covers the hall and the stage, including 6 wired microphones (3 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from

computers (mini-PL plug) at the lectern.

- Audio monitor for the lectern and the head table.
- AV technician to operate the above-mentioned systems.

Presentations Upload Onsite

If you are using a PowerPoint presentation (or any other PC-based application), please note that you have to deliver it on a USB Memory stick to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and at least 2 hours before the start of the session.

Please note that the meeting computer at the lectern is supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

Important Note for Macintosh Users

To use MAC presentations on the PC compatible conference computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

- Convert it to PowerPoint or PDF. Use a common font, such as Arial, Times New Roman, Verdana etc. (Special characters might be changed to a default font on a PowerPoint-based PC).
- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

Technical Rehearsal

As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the presentations during the rehearsal. Please plan directly with the Meeting Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. Please submit the final symposium program using [the attached Agenda format](#) via email to asinapova@kenes.com **as early as possible and no later than Friday, 04th August**. The proposed program should include:

- Session Title (up to 110 characters including spaces)
- Session Description (up to 200 words, you can also include hyperlinks inside of it)
- Speaker Presentations Titles
- Timing – duration of each speaker presentation and full timing of the agenda
- Speaker/Moderator Full Name
- Speaker/ Moderator Country
- Speaker/ Moderator E-mail
- Speaker/ Moderator Affiliation
- Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

- Speaker **Bio** – up to 200
- Speaker **Photo** – 180×240 px, JPG Format

In case of changes to your symposium title or Program after submission, please update the Industry Coordinators: **Aleksandra Sinapova** at asinapova@kenes.com

If you wish to have Technology Products and Services for your session, for further information and costs, please contact Olaja Espejo by e-mail: oespejo@kenes.com Symposium Promotion

This section includes guidelines which will assist you to prepare promotional items related to your industry symposium,

however, *kindly refer only to the relevant items in accordance with your sponsorship agreement.*

Due to CE accreditation criteria for this Congress, the following rules apply:

- When creating adverts for **mobile app and mailshots** is allowed to promote product, symposia, or company promotion.
- When creating adverts for External and Internal lobby flags in the virtual platform it is allowed to promote symposia or company
- When promoting your symposium, please always indicate on any of your promotional materials: ***“Sponsored Symposium – non CE session”***
- Congress banner should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- In addition, it is not permitted to use the WSAVA 2023 logo on any of the symposia materials.

Promotional Items

1. Mobile Push Notification

For supporters entitled to a push notification as per their signed contract, kindly submit the text **no later than Thursday, 07th September** via email to asinapova@kenes.com according to below guidelines:

- Message Title – Maximum **70 characters** including spaces
- Message body – Maximum **140 characters** including spaces
- Preferred date and exact local time, please coordinate with your industry coordinator
- *Note the final schedule will be determined closer to the congress, considering other push

- Push notifications will be sent out during breaks in order not to disturb the participants who are inside the halls.

2. Mobile App Advert

For Supporters sponsoring the App, please send the file **no later than Thursday, 07th September** via email to asinapova@kenes.com

File format: PNG or JPG (up to 800kb)

Size: **780px x 1688px**

We recommend avoiding using small text, so the advert could be readable when displayed on a mobile screen.

3. Mobile App Rotating Banner

For Supporters entitled to Rotating banner please send via email to asinapova@kenes.com by **Thursday, 07th September**

Specs: 2732x 1000px, JPEG or PNG up to 1MB, and you can also provide us with an URL to which we can link this advert when you click on it.

4. Promotional Exclusive Email Blast

Sponsors entitled to an Industry Mailshot as per their signed contract, please [click here](#) for the design requirements. ***Please make sure to forward these guidelines to your web-designer/programmer.*** Please upload the **HTML version** of your mailshot and other relevant files together in zip folder and send us everything **with the subject line, no later than Tuesday, 22nd August** via email to asinapova@kenes.com.

Important notes:

- In case the webmail is promoting a sponsored symposium, please include the following disclaimer:

“Sponsored Symposium – non CE session”

- It is not allowed to use the WSAVA logo. The congress banner will be added to the webmail's header by Kenes.
- The “From” field will be “WSAVA 2023 Supporters”
- The exact launch date will be determined by Kenes in due course. The E-mail Blast will be sent out to the pre-registered delegates who have agreed to receive promotional material from supporters.

5. Post-Congress Email Blast – Exclusive

The exclusive e-mail blast will be sent out to pre-registered participants who have agreed to receive promotional material from supporters.

[Click here](#) to download the design requirements. ***These guidelines should be forwarded to your web-designer/programmer.*** The above notes (relevant for the pre-congress e-blasts) apply for the post-congress e-blasts as well.

Please send the required file(s), **together with the subject line**, via email to asinapova@kenes.com.

6. Joint E-mail Blast

For the joint e-mail blast, please prepare two files according to the following specifications:

- **1 Banner/Image Format: JPEG; Width: 300 pixels Height: 250 pixels**
- **1 PDF** (to be linked to the banner/image mentioned above) or any hyperlink of your

Please send these two files **no later than Tuesday, 22nd August** via email to asinapova@kenes.com.

The exact launch date of the joint e-mail blast will be advised closer to the congress. It will be sent out to the pre-registered participants who have agreed to receive

promotional material from supporters.

7. Program Book Advertisement

For Sponsors entitled to adverts in the printed program book as per their signed contract, please submit the file please submit the file asinapova@kenes.com no later than **Friday, 04th August** in one of the following formats at a resolution no less than 300 dpi: EPS, Illustrator, JPG or PDF.

Please [click here](#) for advert dimensions for the final program.

Symposium Signage (Optional)

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. The symposium signage should be produced by the supporter. Please make sure to follow the guidelines specified at the beginning of this section.

Session Hall Signage

▪ Self-Standing Sign at the Entrance

One stand-alone sign to be placed at the entrance of the session hall 15 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign: ***“Sponsored Symposium – non CE session”***

▪ Stage Banners

- 1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.
- 1 x horizontal sign placed in front the head table facing audience. (For dimensions, please refer to Section 5: Industry Symposia Halls).
- Branding of the lectern (for further details, please refer to Section 5: Industry Symposia Halls).

Self-standing signage in the Exhibition Area

The Supporter is entitled to place one sign (W85cm x H200cm) advertising the **Symposium on the day of the session only**. The sign may be placed in the *exhibition area* during exhibition opening hours. Please liaise onsite with the Industry Coordinator and Exhibition Manager regarding exact time and location.

Notice:

Due to CE accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.**Wi-Fi**

Free Wi-Fi will be available at the congress venue. Please be aware that public Wi-Fi capacity is limited. Therefore, it is restricted to email and web browsing activity. Should you require Wi-Fi or an internet line during your symposium or meeting room, please let us know in advance and we will send you a quote.

Contact person:

Aleksandra Sinapova at asinapova@kenes.com

Congress Rooms / Hospitality Rooms

Supporters interested in renting a congress room during **WSAVA 2023 Congress** should contact Industry Liaison & Sales, **Mrs. Lisa Sant** at: lsant@kenes.com

Waste Disposal

Please note that it is the supporter's responsibility to leave the symposium session hall in a clean and tidy manner once your symposium has finished. Any items such as leaflets, banners, roll-ups must be removed from the hall at the end of your session. Any discarded waste, including promotional material, left behind will be removed by the congress organizers at the expense of the supporter concerned.

Onsite Badges

Each supporter is entitled to 10 Symposium badges which allow access to the supporter's symposium only (Individual names will not appear on the badges). Symposium badges can be collected 2 hours prior to the session from the Registration Desk and should be returned to the desk after the session ends.

Catering

Supporters who wish to order catering services for their symposium, are welcome to do so directly with:

Silva Carvalho Catering

Ms Ines Oliva

E-mail: ioliva@sccatering.pt

Catering is **exclusive** to ***Silva Carvalho Catering***

Hostesses & Temporary Staff Hire

Supporters who wish to order hostess services for their symposium, are welcome to do so directly with Júlio Teixeira at: julio.teixeira@ccl.fil.pt Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or attend your symposium. The information obtained by lead retrieval system enables Exhibitors & Supporters to enhance their database by securing valuable leads for further marketing and communication. We are pleased to offer you the "K-Lead" Application: supporters can download the "K-Lead" app onto their own smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' full contact information with a quick scan of their badge.

The advantages of the "K-Lead" application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor's comments for each lead.
- Application is available for download from Apple store or Google play: "K-Lead App".
- Cost per unit – EUR 600 (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company / personal device (tablet / smart phone).

Operational information will be sent in due course.

To order "K-Lead" Application, please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>

Deadline: Thursday, 07th September

Onsite rate of EUR 750 will be applied for order received after above deadline.

Please Note:

- **Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).**
- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).

Kenes will not share delegate's personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting a delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.

- Barcodes on delegate's badges contain contact

information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, such as when group registration is completed by a company, we may not be in possession of the full contact details.

- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

If further assistance is required to place your order, or you have not received your login details, please contact Aleksandra Sinapova (asinapova@kenes.com). **Maximize your Participant Experience – Use our innovative technologies for your Symposium**

Kenes is proud to deliver a wide variety of quality onsite technology products and services.

We offer:

- **Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting, Evaluations**, and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services for any language:** We can provide the traditional solution with local interpreters and hiring headphone receivers. Alternatively, we offer *app translation* with remote interpreters. In this case the participants stream the translation through an app on their smartphones.

We also provide tailor made customized solutions – [contact us](#) to make it happen!

For more onsite products opportunities and price quotes – [Click Here](#)

PLEASE NOTE: All product solutions are offered exclusively by Kenes Group.

Please contact us to discuss your needs and our relevant solutions.

Please submit your order by **Wednesday, 23 August**. Orders received after the deadline will incur rush fees.

✘ Kindly note that *Merkur Expo Logistics GmbH* is the sole official on-site agent nominated by *Kenes Group* to handle all in/out shipments arriving to this Congress.

Contact details:

Merkur Expo Logistics GmbH

Irit Sofer

Mobile: +972 52 8890 129

Email: irit.sofer@merkur-expo.com

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to the hall/exhibition-stand, forklifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the congress. Please follow the instructions closely.

The shipping instructions includes:

- Shipping Instructions
- Tariff
- Material Handling Form
- Shipping Labels

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the official shipping agent with the following information prior to shipping:

- Number of pieces (pallets, boxes, cartons,)
- Way of transport (road freight, courier services, airfreight, ocean)
- Airway bill number

Supporters may choose to use their own services to deliver their goods to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

Merkur has the responsibility of receiving and handling all materials for a fee as published on the “Tariff”

section at the end of this manual. Handling rates are based on the incoming weight of shipments.

***Merkur Expo Logistics* must receive the payment before forwarding freight.**

In order to receive a price quote for handling and to assure arrival of your materials, please be sure to

complete the “Pre-advice” form included in the shipping instructions

Insurance of Goods

All cargo should be insured from point of origin.

To view the **full WSAVA 2023 Shipping Instructions**, including Tariffs, Material Handling please select the relevant links:

Shipping Instructions

Please Note: All advanced shipments and deliveries to the *Merkur* warehouse, including by courier, must be coordinated with *Merkur Expo Logistics*.

For any questions/clarifications, please contact:

Merkur Expo Logistics

Irit.sofer

Mobile: +972 52 8890 129

irit.sofer@merkur-expo.com

There is an increasing number of fraudulent websites that are attempting to impersonate WSAVA 2023. **All official communications about the WSAVA Congress are managed by Kenes Group.** Please exercise caution if contacted by other organizations claiming to represent WSAVA. For any questions about sponsorship please contact Lisa Sant, Industry Liaison & Sales Associate, at lsant@kenes.com[printfriendly current="yes"]