

# Exhibition Technical Manual

Dear Exhibitor,

We are pleased to share with you this Exhibition Technical Manual.

The Exhibition will be held as part of the the **XXVIII IFSO World Congress 2025**, taking place from 9-12 September 2025 in **Santiago, Chile**.

**Venue:**

**Metropolitan Santiago**

Av. San Josemaría Escrivá de Balaguer 5600,

Vitacura, Región Metropolitana.

Website: <https://metropolitansantiago.cl/en/how-to-get/>

**Please read this manual thoroughly as it provides important information and is designed to assist you in preparing for IFSO 2025 Exhibition.**

**Please forward this manual to all project stakeholders, including your agency and stand builder.**

For any questions, please contact the Exhibition Manager. E-mail: [sgamliel@kenes.com](mailto:sgamliel@kenes.com)

Exhibitors and Supporters Portal

The Portal enables Exhibitors and Supporters to:

- Submit Company **logo** and **profile**
- Order **Lead retrieval** (Badge scanners)
- Submit a list of **individual names for badges** based on the number of badges specified in your sponsorship contract
- Order extra **exhibitor badges**
- Submit **booth drawing** (applicable for “Space Only” booths)
- Submit company name for **Fascia sign** (applicable for “Shell Scheme” booths)
- Submit other deliverables as per sponsorship agreement

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

Login details to access the Portal have been sent to the company representative who signed the contract.

#### Notes:

- **One user per company** – each company received a **single user account and a password**. These credentials were sent to the primary contact listed in our system (usually the person who signed the contract). This individual is responsible for sharing the login information with any authorized team members or third parties who require access to the portal.
- The contract holder will be charged with **any purchase made** by their employee, stand builder or agency, unless requested otherwise in writing.
- Access to all Portal services will be available only **after** submission of your company **logo** and **profile**.
- Please note that access to the portal allows the user to see information from **previous transactions** made by your company with Kenes Group.
- **Only deliverables indicated in your contract**, should be submitted. Items that are not included in your contract will not be processed.
- Keep the Exhibitor's Portal link together with your login information on hand for future reference.

#### Exhibition Timetable

Exhibition Setup	Monday, 08 September	<b>10:00 - 19:00</b> Set-up for "Space Only" Booths <b>16:00 - 19:00</b> Set-up for "Shell Scheme" booths <b>08:00 - 19:00</b>
	Tuesday, 09 September	By 15:00 all empty boxes, empty crates and packaging material should be removed, and all aisles should be cleared to allow cleaning.
Exhibition Opening Hours	Wednesday, 10 September	<b>10:00 - End of Welcome Reception (~20:00)</b>
	Thursday, 11 September	<b>09:30 - 16:30</b>
	Friday, 12 September	<b>09:30 - 16:30</b>
Exhibition Breakdown	Friday, 12 September	<b>16:45 - 23:00</b> Shell Scheme booths must be cleared by 18:00 for teardown

- The timetable is subject to possible changes in accordance with the scientific program. Updates will be provided as necessary.
- Empty boxes, empty crates and packaging material must be removed after set-up and no later than **Tuesday, 09 September at 15:00**.  
All aisles must be clear of exhibits and packaging materials **by 15:00** to enable cleaning.
- **All exhibitors should be at their booth 30 minutes before the official opening hour.**

- Please note that delegates will be passing through the exhibition to reach the **E-Posters area** which may be active before and after the exhibition opening hours.
- On Thursday, 11 September BRAZILIAN VIDEOS SESSION will start at 16:15 in the hall; therefore exhibitors who wish, may stay after 16:30.
- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth before and after exhibition operating hours if needed.

#### DISMANTLING:

- Dismantling of the booth before the official hour is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.  
**Shell Scheme booths** -> any equipment, display aid or other material left behind after **Friday, 12 Sep 18:00** will be considered discarded and abandoned.  
**'Space Only' booths** -> any equipment, display aid or other material left behind after **Friday, 12 Sep 23:00** will be considered discarded and abandoned.  
Any charges incurred for waste removal will be sent to the exhibitor.
- Attention!! Please consider **1-2 hours** between the exhibition closing time and the start of empty cases & full goods delivery.
- Exhibition dismantling begins Friday, 12 September at 16:45 , following the final coffee break.; however the congress continue in other halls . Click [here](#) for most update timetable.

#### Welcome Reception

You are cordially invited to the *Welcome Reception* which will be held in the exhibition area on Wednesday, 10 September. Check the timetable for specific times by clicking [here](#). Exhibitors are asked to please man their booth during the *Welcome Reception* in the exhibition area.

Deadlines & Key Dates

#### Important note:

The congress will take place at the beginning of September. The majority of the deadlines are scheduled throughout July and August, and may fall during the summer holidays for many. Please place your orders and submit materials on time or early and designate an alternative contact for inquiries in your absence. Thank you for your cooperation!

**Action Item**

**Deadline**

**Contact Person**

Submit <b>company logo</b> and <b>profile</b>	As soon as possible and no later than <b>Tuesday, 15 July</b>	
Submit <b>booth design</b> for approval (Applicable for 'Space Only' booths)	<b>Tuesday, 15 July</b>	Via Kenes Exhibitor's Portal <a href="https://exhibitorportal.kenes.com/">https://exhibitorportal.kenes.com/</a> For enquiries, please contact the Exhibition Manger E-mail: <a href="mailto:sgamliel@kenes.com">sgamliel@kenes.com</a>
Submit <b>text for Fascia</b> (Applicable for Shell Scheme booths only)		
Submit names for badges and order additional exhibitor badges	<b>Friday, 22 August</b>	
Order Lead Retrieval Barcode Readers Orders* (K-Lead App)	<b>Friday, 22 August</b> <i>Onsite rate will be applied for order received after this deadline</i>	
Hostesses & Temporary Staff	As soon as possible	<b>SURMODEL</b> Carolina Sanhueza Telephone Number +56 9 7778 8618 <a href="mailto:carolina@surmodel.cl">carolina@surmodel.cl</a> <a href="http://www.surmodel.cl">www.surmodel.cl</a>
• Electricity (for "Space Only" booths)	<b>Friday, 1 August</b> <i>Orders submitted after the deadline will incur additional fees.</i>	<b>Metropolitan by GL Events</b> Ismi Urbano E-mail: <a href="mailto:ismi.urbano@metropolitansantiago.cl">ismi.urbano@metropolitansantiago.cl</a> Please copy Sebastian Labarca E-mail: <a href="mailto:sebastian.labarca@metropolitansantiago.cl">sebastian.labarca@metropolitansantiago.cl</a>
• Furniture rental • Shell Scheme Extras (shelving and display, brochure racks, etc.) • Graphics/Signage • AV Equipment for booths only (Screens, Laptop, iPads) • Catering* • In-booth daily cleaning* • Security Guard Services* • Dedicated Wi-Fi */Internet* • Waste removal services*	<b>Friday, 15 August</b> <i>Orders submitted after the deadline cannot be guaranteed. Subject to stock availability.</i>	<b>Metropolitan by GL Events</b> Ismi Urbano E-mail: <a href="mailto:ismi.urbano@metropolitansantiago.cl">ismi.urbano@metropolitansantiago.cl</a> Please copy Sebastian Labarca E-mail: <a href="mailto:sebastian.labarca@metropolitansantiago.cl">sebastian.labarca@metropolitansantiago.cl</a> Click <a href="#">HERE</a> for the catalog

### Delivery Information

	<p>Arrival:</p> <p>Documents: 30 days before departing the freight from origin (medical/pharma/health...)</p>
Air freight – Direct to SCL Airport	<p>Documents: 15 days before departing the freight from origin (catalogues, etc).</p> <p>Pre-alert: 5 days before departing from origin.</p> <p>Air Freight – SCL : Cargo – Latest arrival at SCL Airport: 6 working days prior scheduled delivery date on booth.</p>
Sea freight – Direct to San Antonio Seaport	<p>Sea freight – San Antonio, Valparaíso port – Cargo : Latest arrival at San Antonio sea port:</p> <ul style="list-style-type: none"> <li>• FCL 10 working days prior scheduled delivery date on booth.</li> <li>• LCL 12 working days prior scheduled delivery date on booth.</li> </ul>
Courier (DHL, FedEx, UPS, etc.)	<p>Courier companies cannot do the customs clearance of shipments for events or exhibitions as they need an importer with local country tax ID. <b>Please avoid sending cargo with them.</b></p> <p>In case you send cargo through courier companies get in touch with DSV in advance to ensure a viability and a smooth clearance.</p> <p><b>Please contact DSV for tailor made instructions.</b></p>
Road freight or via Warehouse	<p>Upon request</p>

### DSV Fairs & Events Spain

Contact persons:

Olimpia Rodríguez

E-mail: [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Office: +34 954325842

Mobile: +34 628930293

—-or—-

Lorena Perdomo

E-mail: [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

Office: +34 930260837

Mobile +34 627582484

\*An exclusive service

### K Lead Application

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or session. The information obtained by lead retrieval system enables exhibitors and supporters to enhance their database by securing valuable leads for further marketing and communication.

We are pleased to offer you the "K-Lead" Application: exhibitors 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:

- **Instant Access:** download directly to your device; no extra hardware needed!
- **Effortless Lead Capture:** simply scan the barcode on attendee badge
- **Live Lead View:** allows to view in real-time the leads information for immediate engagement.
- **Customize Notes:** ability to insert exhibitor’s comments for each lead in free text format.
- Application is available for download from Apple store or Google play: “K-Lead App”.
- Cost per unit – **USD 750** (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: Friday, 22 August**

Onsite rate of USD 850 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 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, 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.

**NEW! Boost Leads & Save Time: Upgrade to K-Lead PLUS!**

**Say goodbye to manual follow up emails: add USD 750 and Upgrade your K-Lead app.**

- **Automated Follow-up Emails:** K-Lead PLUS automatically sends personalized e-mail to booth/session visitors right after lead capture.
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.

- **Never Miss a Lead:** Say goodbye to the hassle of manual follow-ups. K-Lead PLUS ensures timely engagement with emails sent immediately after each scan, keeping your brand top-of-mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **K-Lead PLUS** requires at least one K-Lead license purchased and can be purchased via the Exhibitor's Portal.

## Exhibitor Badges

- Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract, and determined by your booth size.  
Two exhibitor badges will be given for the first 9 sqm booked, and one additional badge for each 9 sqm thereafter.
- The exhibitor badges allow access to the exhibition area and the *Welcome Reception*.
- Exhibitor badges will be personalized i.e. they will include the name of the badge holder as well as the country and company name. **Please submit the list of individual names via the Exhibitors Portal no later than Friday, 22 August.**
- Exhibitor Badge holders are not eligible for CME/CPD credits nor will be listed in the list of participants.
- **Exhibitor badges will be available for collection at the registration area during registration hours. Please note that badges will not be mailed in advance.**
- Additional **exhibitor badges** may be purchased online through the Exhibitor's Portal, at the rate of **USD 180** per badge.

Companies may purchase a maximum number of exhibitor badges as follows:

Booths of up to 60sqm – 15 exhibitor badges

Booths larger than 60sqm – 25 exhibitor badges

### Notes:

- Deadline for ordering additional exhibitor badges via the exhibitor portal: **Friday, 22 August.**

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

- Please make sure that your company profile has been submitted via the Exhibitor's Portal *before* placing an order.

- All company representatives are required to wear exhibitor badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the Exhibition.

For any enquiries related to registration, please contact the Registration Manager, Ms. Elena Araujo by e-mail at: [reg\\_ifso25@kenes.com](mailto:reg_ifso25@kenes.com)

## Access to the Exhibition Hall during Set-up and Dismantling Times

To ensure a secure environment, all exhibitors, stand builders and personnel working during the set-up and dismantling periods must wear a Service Pass. These passes are mandatory for entry into the venue during these times.

Access to the venue will be granted based on list of names that will be provided to the Metropolitan by Kenes, the organizers.

For this reason, stand builders/contractors/exhibitors **must register in advance** all of the personnel who are required to be on-site during set-up and dismantling periods.

The following information should be submitted to the Exhibition Manager, by email, no later than Wednesday , 27 Aug to [sgamliel@kenes.com](mailto:sgamliel@kenes.com)

Click [here](#) to download the template

Note:

- Service Passes are **free of charge** and can be collected onsite upon arrival
- These Service Passes are **personal and non-transferable**.
- Please note that Service Passes **do not grant access during the main exhibition hours** of the congress.
- The Service Pass **does not entitle the holder to parking** privileges.

Make sure all your team members have their Service Passes prominently displayed while on-site during set-up and dismantling.

## Exhibition Floor Plan & List of Exhibitors

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

To access the exhibition floor plan and see the location of each booth, please [click here](#).

For full list of exhibitors and supporters – [click here](#)

### Exhibition Hall

The exhibition will be held on the top floor in an outdoor marquee (tent).

Kindly note that the hall name as will be displayed in all publications as well as onsite signage will be **“Exhibition Hall”**.

Click [HERE](#) for **virtual tour** of the venue (Metropolitan Santiago).



## Floor – Exhibition Hall

Floor Load: 500kg per sqm

Floor finish: Grey carpet flooring, installed on asphalt layer with primer.

Power supply cables are typically distributed to booths **from the floor**. However, it is crucial to verify this with us in advance, as these may vary depending on the specific booth location and your unique requirements.

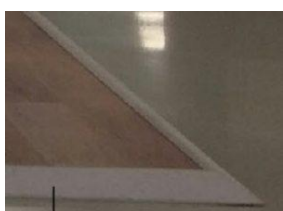
For further information regarding **electricity**, please [CLICK HERE](#)

Note: Exhibitors and stand builders are responsible for ensuring that the exhibition floor is left in the same condition it was found in. Any damage or soiling that cannot be removed during routine cleaning will be charged to the exhibitor or stand builder.

### Raised Floor / Platform (Booth)

- Please note that if your booth has a platform/raised floor **of any height**, you are required to provide a **ramp** or **sloped edging around the entire booth** to ensure access for people with wheelchair or limited mobility.
- The raised floor sides must be closed and finished neatly. The edges must be safe, secured and easily visible to avoid trip hazard.

For your reference, see below examples of raised floor with sloping edges



Our team will be conducting inspections onsite to ensure all booths comply with this accessibility policy. In the event that a raised platform booth lacks a ramp or sloped edging, we regret to inform you that your booth will not be approved for operation until the access issue is rectified.

Exhibitors intending to install a raised floor or platform within their booth space are required to notify the organizer and the official stand contractor – *Metropolitan by GL Events* – when submitting their booth drawings for approval. This notification is essential as services like electricity, and internet are mostly provided through floor-based cabling. Raised floor or platform installation must,

therefore, be scheduled after the relevant cabling work is completed. Please ensure these points remain accessible at all times. **Please note that once the raised floor is installed, we cannot accommodate service requests requiring access beneath the floor.**

#### Build-Up Height

- The **maximum** build-up height for the **top** of all elements is **4 meters**. However, **booths sharing borders are required to contact the organizer** to coordinate their height due to venue regulations for adjacent booths.
- Shell scheme booths build up height is **2.4 meters**

**Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths.**

Any part facing adjacent booths that is above 2.4m in height (back-to-back wall or side-by-side wall) needs to be designed with neutral tones (preferably white). The reverse side of any booth that is adjacent to another booth - over 2.4m in height - must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.

#### Ceiling Hangings/Rigging

Ceiling hanging or rigging is NOT possible in this exhibition hall.

#### Loading Bay Access

To ensure a smooth and efficient flow of traffic at the loading bay, all exhibitors will be assigned **designated time slots** for their arrivals (unloading and loading). We kindly request that you **coordinate your arrival with our official logistics agent, DSV Fairs & Events Spain**, even if you are not utilizing their services.

Metropolitan's access hours for unloading or loading trucks is until 7:00pm. We kindly ask that you adhere strictly to these time slots and remove vehicles promptly after unloading.

**Parking in the loading bay is prohibited as the loading bay space is limited and designated exclusively for loading and unloading purposes.**

**DSV Fairs & Events Spain** has been appointed as the official and exclusive freight & onsite handling contractor for this congress. For safety, insurance, and efficiency reasons, DSV is the **sole provider** of **forklift** and **driver** services for all cargo within the venue. No other companies are permitted to use their own equipment for handling.

Exhibitors utilizing DSV services will receive priority for unloading and reloading, while others will be assigned slots as they become available.

Cargo vehicles with equipment, goods and assembly materials must enter through the access point at Avenida San Josemaría Escrivá de Balaguer No. 5,600, Vitacura, Santiago.

**Trailers are NOT allowed. We recommend using a 7-M truck or less.**

The truck driver must present at the entrance “**Guía de Despacho**” – a **Dispatch Note** – i.e. a **mandatory legal and tax document** that accompanies goods during their transportation. This document (physical or electronic) details the goods being delivered to the venue. This document is essential for verification by the venue’s security, ensuring that the correct goods are being brought in and that all legal and tax requirements are met for the transportation of those items within Chile.

In addition, to access the venue and begin stand construction, **exhibitors and/or their stand builders** must submit and present the following at the venue entrance:

1. Approval of “Space Only” booth design issued by Metropolitan’s Operations Area. **Please note: You must first submit your booth drawings to the event organizer, who will then forward them to Metropolitan for approval. Do not send drawings directly to Metropolitan.**
2. A copy of the Exhibitor’s and/or stand builder’s **civil liability insurance policy**. This same form must be presented for the withdrawal of merchandise at the end of the event.
3. Companies bringing-in machinery, LCD/LED screens, notebooks, or other types of equipment must ensure that their **insurance policy covering all equipment, components, and parts**. A copy of this policy will be required.

It’s also highly recommended to use physical and electrical security measures when installing equipment, such as support elements, padlocks, and surge protectors, to prevent damage or theft.

Kindly note that the accesses doors to the exhibition hall (tent) are 2m width x 2m height.

The floor resistance is 500 kg per M2. Please do NOT ship cargo above these dimensions and weight.

## Shell Scheme Booths

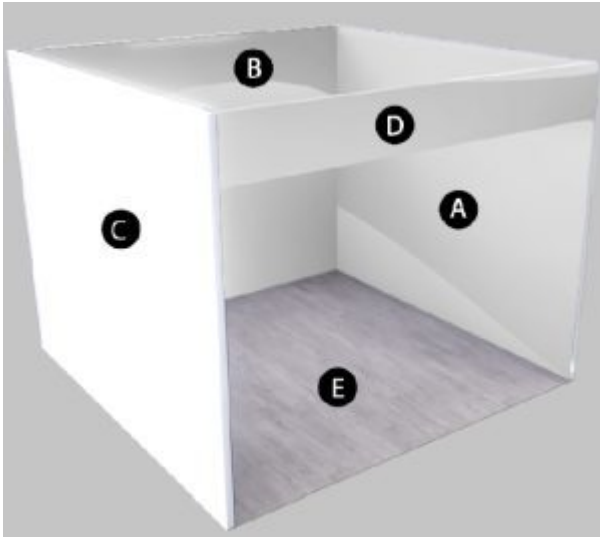
To ensure a smooth and efficient installation and dismantling process of your booth, **Metropolitan by GL Events** has been appointed as the **official stand contractor** for IFSO 2025.

**Pre-booked shell schemes through Kenes include the following:**

- **Walling** – standard shell scheme system, 2.4m-high
- Company name on **Fascia board** facing the gangways
- One **spotlight** per 3 m<sup>2</sup>
- **Blue carpet**
- Basic **electricity** - 1KW
- Basic **furniture** package (table+table cloth, 2 chairs and a trash bin). Click [HERE](#) for further details

**Important:** The style and colour of the included furniture package will be determined by the organiser. If you require a specific colour and style, you can book furniture directly through **Metropolitan by GL Events** if necessary, at your own expense.

Shell scheme image shown below is for illustration purposes only (9SQM example):



**A, B, C** - shell scheme walls (all white)

Note: **Corner shell scheme booths** are provided with **two open sides** and **2 fascia panels** with company name.

For exhibitors who wish to print graphics on walls (at additional cost), click [HERE](#) for print dimensions

**D - Fascia** board displaying the company name as was submitted to us through the Kenes Exhibitor Portal.

**E - Carpet**

Shell scheme booth comes with a **blue** carpet as part of the shell scheme package. If an exhibitor (shell scheme booth only) prefers a different carpet color, an additional charge will apply for the rental and installation of the preferred color.

Please contact *Metropolitan by GL Events* for the various color options available and costs:

#### **Fascia Sign**

Maximum of **21 characters** (including spaces) may be written on your fascia (applicable for a 9 sqm booths).

Please submit lettering for fascia via the [Exhibitor's Portal](#) by **Tuesday, 15 July**.

**If text for your fascia is not received by above deadline, we will provide you with a fascia title as per your application form.**

The standard fascia lettering is black on white background. If you would like to print your company logo on the fascia board, in place of or in addition to your company name, or have custom graphics printed on the fascia board, this can be ordered at an additional cost through Metropolitan by GL Events, the official stand contractor, until **Friday, 15 August**.

## Shell Scheme booths do NOT include:

- In-booth daily cleaning
- Wall Printing / Wall Graphics

In-booth cleaning, wall graphics and other services and extra items for your shell scheme can be ordered directly through *Metropolitan by GL Events*, the official stand contractor, until **Friday, 15 August**.

Orders placed after this date may incur higher fees and are subject to stock availability.

Click [HERE](#) to view the catalog.

For inquiries and to place orders, please contact:

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

## Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by *Metropolitan by GL Events*– the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Tuesday, 15 July**.
- No free-standing stand-fitting or display(s) may exceed a height of **2.4 m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the walls and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave mark or cause damage to the walls and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Tuesday, 15 July** - it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with **blue** carpet. If the exhibitor wishes to have a carpet in a

different color, an additional fee will be required. Please contact the official stand contractor for more information.

- Excess stock, literature or packing cases may **not** be stored on, around or behind booths, unless contained within a lockable storeroom.
- Electrical switchboards have to be reachable and the Exhibitor has to switch off the booth lights at the end of the day.
- Exhibitors requiring additional equipment are welcome to view the catalog or contact the official stand contractor – as per published deadlines (refer to sections “*Deadlines & Key dates*” and “*Booth Services*” for more information).

## Space Only Booths

Choosing a “Space Only” booth means you’ll receive raw exhibition space. You are fully responsible for designing and constructing your booth, including walls and any necessary support elements. Exhibitors should not rely on neighboring walls. The organizer does not provide any dividing walls or any foundational structural elements. Essential services such as electricity, lighting, carpet, and furniture must be provided by the exhibitor.

Exhibitors who have booked “Space Only” booth are required to submit the following for review and approval until **Tuesday, 15 July the latest**.

- A scaled drawing (scaled 1:200 DWG), **including elevation views** of the proposed booth to be built.  
Clearly mark on booth drawings the **floor height** and provide **proof of ramp** or **sloped edging** (see regulations below)
- **Electrical plan** with the **TE 1 Certificate** of entry to the *Superintendence of Electricity and Fuels* (Installer Class A or B: Type of Installation C2). Please indicate all electrical connections and provide a list of all appliances including type of lighting to be used.
- Clearly mark on booth drawings the **location of a fire extinguisher** (must be provided by the exhibitor).
- The name and onsite contact details of the **stand builder**.

Note: Other utility connections such as water and drainage are subject to availability and must be checked with the Exhibition Manager prior to submitting the designs.

Please submit the files through the Kenes Exhibitor’s Portal: <https://exhibitorportal.kenes.com>.

If you require assistance retrieving these credentials, please contact the Exhibition Manager.

**A Calculation Report, prepared by a certified architect, civil constructor, or engineer, may be required for booths exceeding 2.50 meters in height, depending on the complexity of your booth’s design. We will confirm this requirement after reviewing your submitted booth design.**

If you don’t have a stand builder, we recommend contacting **Metropolitan by GL events** for a quote. They can design and construct a tailor-made booth specifically to your needs. Contact

details:

Ismi Urbano. E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

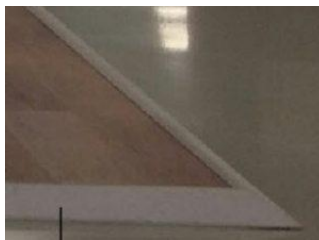
Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

**Monday, 28 July, is the deadline to contact them for booth design and construction requests. After this date, they may not be able to accommodate new requests.**

### **“Space Only” - Booth Design Guidelines:**

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises.  
Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.
- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideways walls will not be approved.**
- **Island booths** should be partly accessible on all 'open' sides. We try to keep the exhibition as open and inviting as possible. Wall construction along aisles is permitted, but the wall should **not** exceed 1/3 (one-third) of the total side length. For special considerations, written requests for partial exemption can be submitted to the Exhibition Manager.
- Construction finish must be perfect in all the booth's visible areas, including booth ceiling and rear sides.
- **Raised floor/platform:**  
Please note that if your booth has a platform/raised floor **of any height**, you are required to provide a **ramp** or **sloped edging around the entire booth** to ensure access for people with wheelchair or limited mobility.  
The platform sides must be closed and finished neatly.  
The platform edges must be safe, secured and easily visible to avoid trip hazard.  
For your reference, see below examples of raised floor with sloping edges:



Our team will be conducting inspections onsite to ensure all booths comply with this accessibility policy. In the event that a raised platform booth lacks a ramp or sloped edging, we regret to inform you that your booth will not be approved for operation until the access issue is rectified.

- All structural **back walls** of **adjacent booths** must be properly decorated. For back walls (reverse side) exceeding **2.4 meters** in height, a neutral white or gray finish is required – no

wiring, no graphics, no logos. This mainly applies to booths with a **shared border** (back-to-back or side-by-side).

- Advertising on the boundary with other booths is prohibited.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- **Multilevel** structures are **not permitted**.
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- The **maximum** build-up height for the **top** of all elements is **4 meters**. However, **booths sharing borders are required to contact the organizer** to coordinate their height due to venue regulations for adjacent booths.
- **Ceiling hanging or rigging is NOT possible in this exhibition hall.**
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
  - Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
  - Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
  - Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
- Each booth must have an ABC type **fire extinguisher of 2 kilograms per 9 square meters, as a minimum**, or depending on the combustible load of the booth. These extinguishers should be placed in a visible and properly marked area, both during the period of assembly, exhibition and disassembly of the booth.
- All installed structures, including exhibition stands, installations, special structures, exhibits, and advertising displays, must be sufficiently stable. They must not pose a threat to public safety, order, or endanger life and health.
- Exhibitors and stand builders are responsible for ensuring the load-bearing capacity and stability of the structure and may be required to provide supporting documentation as proof.

**In addition, please find below key highlights of the Venue rules:**

To access the venue and begin stand construction, **exhibitors and/or their stand builders** must present the following at the venue entrance:

1. Approval of "Space Only" booth design issued by Metropolitan's Operations Area. **Please note: You must first submit your booth drawings to the event organizer, who will then forward it to Metropolitan for approval. Do not send drawings directly to Metropolitan.**
2. A copy of the Exhibitor's and/or stand builder's **civil liability insurance policy**. This same form must be presented during dismantling /reloading at the end of the event.
3. Companies bringing-in machinery, LCD/LED screens, notebooks, or other types of equipment

must ensure that their **insurance policy covering all equipment, components, and parts**. A copy of this policy will be required. It's also highly recommended to use physical and electrical security measures when installing equipment, such as support elements, padlocks, and surge protectors, to prevent damage or theft.

### **SPECIAL ASSEMBLY RULES by Metropolitan Santiago:**

- a)** All work involving the release of splinters and airborne dust -such as cutting of metal sheets or wood, welding, spray painting and electric brushing- is prohibited within the exhibition spaces. In this regard, all parts and components of the Special Project shall be prefabricated and may only be assembled, reworked and furnished.
- b)** Exhibits may not be hung from the pavilion structure (including its pillars). No wires (or other types of fastenings) are allowed on the panels of the exhibition facilities. It is forbidden to drill and apply glue to the floors and walls of the Stands and permanent constructions.
- c)** Drilling or anchoring on walls and floors inside the pavilion is strictly prohibited. Each decorative or display element must have an independent support or be self-supporting.
- d)** The installation of carpets, platforms or other elements over the carpeting provided by the Venue will require the prior approval of Metropolitan's Operations area. Remember to **include all floor installation details in your submitted booth drawings**.

Kindly note:

- The organiser will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organiser.**
- **The used space must be returned to the venue completely clear of all items and restored to their original state.**
- All the equipment, décor, etc must be properly presented and in good condition according to the Hotel image. The Hotel has the right to correct or deny the presentations that are considered unacceptable.
- We recommend exhibitors using independent stand contractors to include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact the Exhibition Manager to coordinate a visit. E-mail: [sgamliel@kenes.com](mailto:sgamliel@kenes.com)

Electricity and Electrical Installations for all booths

To ensure your booth has electricity, please place an order directly with *Metropolitan by GL Events*. Quote will be provided based on your specific requirements. The minimum electricity order is 1kW.

**Deadline: Monday, 1 August**

*Fees might increase after this deadline.*

For inquiries, please contact :

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

**As a reminder:**

**“Space Only” booths** must submit together with their booth design an **electrical plan** with the **TE 1 Certificate** of entry to the *Superintendence of Electricity and Fuels* (Installer Class A or B: Type of Installation C2).

**Shell scheme booths already comes with basic electricity (1KW).** If you require additional power for your shell scheme booth, please contact *Metropolitan by GL events* (details provided above). Any extra electricity will be at your own expense.

The following electrical outlet comes with the Shell Scheme booths (Type L) :



- Exhibitors are responsible for bringing their own power adapters that are compatible with **Chilean electricity plugs (Type C and Type L).**
- **It is essential that exhibitor order the power needed in the stand. The exhibitor is responsible for calculating the power necessary for the elements to be connected, together with the request for the necessary voltage.**  
**Damage caused to the main or to specific points by these connections is the sole responsibility of the exhibitors/stand builders.**
- The exhibition hall's electricity is supplied by **generators.**
- There is limited possibility to supply electricity 24/7 for specific cases. Exhibitors who require 24 hours electricity supply for their stand should contact the official contractor – *Metropolitan by GL Events* – to confirm availability and costs.
- **Only Metropolitan by GL Events , the official stand contractor , is authorized to provide the electrical switchboard for the power points. Thus, every exhibitor should order an electrical switchboard from the official contractor and to pay for the electrical consumption according to his power needs.**
- **To ensure maximum safety, all electrical setup within a booth must be carried out by an authorized person. The exhibitors must name the person responsible for the stand's**

### electric installation project.

- Power supply cables are typically distributed to booths **from the floor**. However, it is crucial to verify this with us in advance, as these may vary depending on the specific booth location and your unique requirements.
- Power supply to the exhibits will be switched off after the exhibition closes every evening.
- Lighting must be directed only towards the interior of the respective Stands, and it will be forbidden to make the lights illuminate directly the public areas and adjacent spaces. The use of low consumption and energy saving fixtures, lamps, bulbs and bulbs is suggested. The above, considering that this type of lighting requires less energy power installed according to the projected and developed light intensity for each project, which will reduce the additional costs for the Exhibitor in the implementation.
- It is recommended to consider the use of elements (bulbs, lamps, etc.) with low power consumption for their lighting systems, in order to save energy and costs. In the electrical plan, each “Space Only” booth should indicate the type of lighting to be used.
- Any alteration to the electrical equipment provided must be supported by an electrical project approved and executed by a competent professional in electricity (Class A or B) and submitted to the Superintendency of Electricity and Fuels as a provisional installation type C1 or C2 for massive events.
- In the event of damage or faults to an electrical connection or installation, the exhibitor must immediately contact the organiser and/or venue representatives.

The venue reserves the right to at any time inspect connected equipment. Should the equipment fail to meet the applicable safety regulations, the venue reserves the right to immediately disconnect such equipment with no right of recourse or compensation for the exhibitor.

## Booth Essentials

The following booth essentials can be ordered through **Metropolitan by GL Events** at additional fees. Please submit your orders via e-mail to:

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

- **Electricity (for “Space Only” booths):** Please e-mail GL Events with your specific requirements.
- **Furniture Rental:** A variety of furniture options are available in the catalog – click [HERE](#).
- **Booth Signage and Print Graphics:** Please review signage and graphic options in the [catalog](#) and e-mail **Metropolitan by GL Events** with your specific requirements.
- **Screens, AV Equipment:** Access the catalog [HERE](#) to view available options.

## Catering / Food & Beverage (F&B) for Your Booth

**Metropolitan Santiago is the exclusive F&B provider for the venue. This means no external catering companies or outside food and beverages are permitted.**

Should you require catering services, please submit your request via email to:

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

Exceptions for special circumstances may be considered by the venue, but these require prior written approval and will incur buy-out/corkage fees.

For all F&B options, menus, pricing, and to place your orders, contact Ismi and Sebastian from Metropolitan directly. **The final day to place orders is Friday, 15 August.** Orders placed after this deadline cannot guarantee product availability.

Please also ensure you consider the available space within your booth for storing and displaying any catering deliveries.

### Booth Cleaning

The organiser will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (**excluding** exhibit booths and displays).

Daily in-booth cleaning can be ordered directly with the venue.

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

Deadline: Friday, 15 August

The pricelist can be found in the catalog – click [HERE](#)

### Internet & Wi-Fi

Complimentary Wi-Fi will be provided by the Congress during official congress days at most areas.

This public Wi-Fi connection is limited for basic web browsing or checking e-mails.

Should you have any **internet-based features, devices, or activities at your booth** (for example: product demonstrations), you can order dedicated internet connection for your booth via the Metropolitan.

Contact person:

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

Deadline: Friday, 15 August

## Important:

- **Creating your own private Wi-Fi network is not permitted**
- **The venue and the organiser reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.**
- Note regarding technical support: the venue cannot troubleshoot or repair issues related to client-provided equipment.
- Exhibitors must notify the venue if they intend to install a raised floor or platform as internet access is mostly provided through floor-based cabling. Raised floor or platform installation must be scheduled after the completion of relevant cabling work. Access point(s) must remain unobstructed and accessible throughout the installation process and beyond. Once the raised floor or platform is in place, no new service installations underneath it will be permitted.
- The exhibitor is responsible for following legal, ethical, moral and generally accepted internet and e-mail conduct when communicating across the conference's network. The venue reserves the right to disconnect and/or limit a user's right to or use of the network if rules and conditions are not respected.

## Security

- Please do not leave any bags, boxes, suitcases or any type of product unattended at any time, whether inside or outside the exhibition area.
- Neither the venue nor the organiser can accept responsibility for the security of the booths and their contents. The venue as well as the organiser are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their booth and equipment.
- If you wish to hire security for your booth, this can be done via the Metropolitan.

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

Deadline: Friday, 15 August

## Waste Removal

Exhibitors are obliged to remove or have removed at their own cost the material, waste and residues resulting from the construction and assembly of their respective stands. The work area must always remain clean and clear.

All booths must have a small garbage container during the days of the fair. Metropolitan may impose fines for each hour in which it does not proceed with the removal of any material stockpile in neighboring stands, circulation corridors, common areas or any place that is not destined for this purpose.

On-site waste disposal services are available. This service is relevant for exhibitors with large

volume of waste.

Please place your order directly with the venue.

Contact person:

Ismi Urbano

E-mail: [ismi.urbano@metropolitansantiago.cl](mailto:ismi.urbano@metropolitansantiago.cl)

Please copy Sebastian Labarca

E-mail: [sebastian.labarca@metropolitansantiago.cl](mailto:sebastian.labarca@metropolitansantiago.cl)

Deadline: Friday, 15 August

## **Storage**

Short-term storage of materials left over after assembly (empty boxes, crates, cases , palettes etc.) should be coordinated with *DSV* team (payable service).

**Under no circumstances may packing materials of any kind be left in the aisles, on the booths, around or behind the booths.**

Please contact *DSV* with information on sizes and number of parcels, size and storage period.

**E-mail:** [olimpia.rodrialvarez@dsv.com](mailto:olimpia.rodrialvarez@dsv.com)

Once the event & dismantling are over, the venue shall bear no responsibility for safeguarding or storing any items left behind on the premises. Should the venue undertake the removal of such items, the associated costs will be borne by the exhibitor.

## **Hostesses & Temporary Staff Hire**

For hostess and temporary staff recruitment, you may contact our preferred vendor:

### **SURMODEL**

Carolina Sanhueza

Telephone Number +56 9 7778 8618

[carolina@surmodel.cl](mailto:carolina@surmodel.cl)

[www.surmodel.cl](http://www.surmodel.cl)

All orders and payments should be handled directly with SURMODEL.

## **Shipping Instructions**

**DSV Fairs & Events Spain** has been appointed as the official and exclusive freight & onsite handling contractor for this congress.

For safety, insurance, and efficiency reasons, DSV is the **sole provider** of **forklift** and **driver** services for all cargo within the venue. No other companies are permitted to use their own equipment for handling.

To ensure efficient traffic flow, DSV will organize and assign **time slots** for all exhibitors/stand builders delivering or collecting directly at the venue, regardless of whether they use DSV's services.

Exhibitors utilizing DSV services will receive priority for unloading and reloading, while others will be assigned slots as they become available.

DSV offers the following services:

Customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for unloading/loading during build-up and dismantling, storage of empty crates\*, transportation to and from the Exhibition Hall and onsite supervision.

### Contact information:

#### DSV Fairs & Events Spain

Contact persons:

Olimpia Rodrigálvarez

E-mail: [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Office: +34 954325842

Mobile: +34 628930293

Lorena Perdomo

E-mail: [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

Office: +34 930260837

Mobile +34 627582484

**For Shipping Instructions - click [HERE](#)**

\*Due to lack of storage at the Metropolitan, empty cases will to be stored outside the venue and will be delivered after show ends.

The entry of heavy machinery and equipment of greater weight and volume to the Fairgrounds must be previously authorized, which must be coordinated with DSV. Interested exhibitors must send the technical specifications of the equipment (tracks, weight, dimensions, range of movement, wheels, etc.) to be installed on display. In order to avoid setbacks in the installation of such elements or machinery in their booth, exhibitors must send the technical specifications indicated ASAP.

### Insurance of Goods

All cargo should be insured from point of origin.

DSV will be able to assist if needed.

### Important Information Regarding Direct Deliveries to the Venue:

#### Road freight:

As mentioned above, all direct vehicles going to the venue must **pre-book** an unloading/reloading **time slot before arrival**. DSV will provide a **time slot** reference doc for your vehicle that must be shown to DSV staff upon arrival at the Metropolitan Santiago.

**"Guía de despacho"** form must be presented at the entrance to Metropolitan *Santiago*.

#### Courier:

Courier companies (FedEx, UPS, DHL, etc.) cannot do the customs clearance of shipments for events or exhibitions as they need an importer with local country tax ID. **Please avoid sending cargo**

with them.

In case you decide to send cargo through courier companies, please get in touch with DSV in advance to ensure a viability and a smooth clearance. In case DSV confirm feasibility, they will provide **taiilor made instructions** and a warehouse address to ship courier shipments.

Please do NOT ship courier shipments to the venue!

Please do NOT send any freight without a pre alert.

**Any deliveries made directly to the venue without going through DSV, will be at the exhibitor's own risk. If goods do not arrive on time or are mislaid, the organizers and DSV will not take any responsibility.**

Exhibitors who choose to proceed with direct deliveries (NOT recommended) must strictly adhere to the following guidelines:

- Deliveries arriving at the Metropolitan **prior to** Monday, 8 September, will be **rejected**. Please schedule your deliveries for arrival between 08 September and 12 September, during the official working hours ([click here](#))
- Direct deliveries to Metropolitan MUST be coordinated **in advance** with DSV. **Contact person:** Lorena Perdomo |E-mail: [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)| Mobile: +34 627582484
- All deliveries must have a **special label** attached. These labels can be obtained from DSV.
- Please be advised that neither the organiser nor the venue can accept deliveries on an exhibitor's behalf and arrangements must be made for a booth/company representative to be available when deliveries are made.
- As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to/from booth must be made 30 minutes before or after exhibition opening hours.

## **IMPORTANT: Rules & Regulations**

**Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.**

**Metropolitan Santiago's regulations for exhibitors** are available [HERE](#)

### **Animals**

It is not permitted to bring animals into the venue.

### **Blackout Policy**

All congress supporters (sponsors, exhibitors, special interest groups and other stakeholders) are kindly requested to respect the IFSO 2025 blackout policy and refrain from holding organised meetings or events for more than 10 people during the congress plenary and scientific sessions.

**Any activities planned during the congress hours require prior approval from the IFSO 2025 organizing team. Please reach out to us in advance to discuss your plans.**

Click [here](#) to view the scientific program.

### **Build-Up & Dismantling Period**

During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol and drugs.

For the safety of personnel involved in assembling and disassembling, the use of personal **protective equipment** (such as safety footwear, helmets, goggles, gloves, etc.) is mandatory according to the specific work activity. Work at heights must comply with the standards for working and hanging at heights, using the necessary elements for this type of work (such as harnesses, lifelines, etc.).

The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

### **Children**

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

### **Compressed Gases**

Use of compressed gases is not allowed.

### **Damage to the Building**

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

### **Disposal of Material**

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

### **Fire Regulations**

Stand material and fittings must be non-flammable or impregnated treated with fire-retardant

chemicals.

As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and reeds are prohibited.

Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

### **Fire Insurance (compulsory)**

Exhibitors must be insured against fire.

### **Use of Burning Tools**

The use of incandescent tools (welding equipment, welding torches, grinders, etc.) is strictly prohibited at the Fairgrounds. Failure to comply with the above will be punished with a fine.

### **Health & Safety**

It is the responsibility of the stand holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event. It is recommended that the stand holders appoint a supervisor for the stand, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the stand and submitted to the organisers.

### **Hanging of Posters, Banners etc.**

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorisation.

### **Use of Promotional Items Inflated with Helium**

The use of helium-inflated promotional items (e.g., balloons) must be approved by Metropolitan's Operations Area.

### **Insurance (compulsory)**

Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately. Neither the organisers nor the venue, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect

their property against pilferage.

The organisers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organisers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.

Exhibitors are personally liable for all expenses incurred by the organisers or by third parties in regard to technical services provide.

We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

## **Liability**

Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organisers against all claims and expenses arising from any damages.

If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organisers find it necessary to change the dates of the Exhibition, the organisers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

The organisers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

## **Civil Liability**

The exhibitor shall be liable for any damage or loss caused to persons and property of others by its participation in the activity, in accordance with the general rules of contractual and non-contractual civil liability under Chilean law.

Exhibitors and/or production companies shall take all reasonable measures to prevent or mitigate damage or harm to persons and property on the facilities from the time the space is delivered to them until the time it is returned to Metropolitan.

## **Damages Due to Theft or Robbery**

Metropolitan will not be liable for damages or losses due to theft or robbery suffered by exhibitors and their employees, visitors to the Fair, the general public, merchandise and anything or property found or remaining in the pavilions, booths or on the exhibition hall, or in their parking lots.

If Metropolitan is sued and judicially condemned for the indemnification of damages or losses suffered for this concept, by the application of any regulation, the Employer undertakes to indemnify Metropolitan for the facts that motivated the respective legal action.

## **Damages to Persons**

The exhibitor, shall be liable to third parties for any damage or injury of a personal nature occurring within your booth or immediate area, whether due to an event attributable to the exhibitor, or to an event attributable to your production company, including in both cases the personnel employed or contracted by one or the other.

The exhibitor, and/or their stand builder/production companies – as the case may be – shall, under the exhibitor responsibility, take out civil liability policies or take out insurance covering the risks inherent to the assembly of the booth, its permanence therein, and its disassembly of the booth/project structures, of all equipment, machinery, merchandise, and goods in general, whether due to theft, accidents, or losses.

Companies that lease LCD and LED screens, notebooks, machinery or other types of equipment should require their suppliers to have insurance policies for all their equipment, components and parts. It is also recommended that, at the time of mounting the aforementioned equipment, they must have support elements, padlocks or other elements of fixation and security, both physical and electrical protection. A copy of this policy must be attached to booth drawings.

## **Security**

Safety and Security of Material. Please do not leave any bags, boxes or suitcases unattended at any time, whether inside or outside the exhibition area. The organisers and venue cannot accept liability for loss of or damage to private property or goods.

The organisers will provide security guard service in the exhibition hall during off-show hours. Neither The **venue** nor the organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.

## **Sound Equipment and Music**

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighbouring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be

contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Live music is not allowed.

The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud

The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Exhibitors are reminded that third party copyrights should not be infringed. The organisers have no copyright responsibility in respect of any exhibiting company.

Proper dispensation must be obtained and any royalties due, paid prior to the use of materials.

Should any copyright dispute arise, the organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

## **Promotional Activities**

All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.

Advertising material and signs may not be distributed or displayed outside the exhibitor's booth.

Advertising activities must not cause obstructions or disturbances in the aisles or at neighboring booths.

The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

## **Filming:**

Exhibitors may film within their own booth, capturing their own staff and materials. However, all equipment and camera crew must remain within the designated booth boundaries.

Filming of other exhibitors, their materials, Congress features, or any sessions is strictly prohibited without prior written permission from the organizer or the respective exhibitor.

## **Photography:**

- Photography within booths is not permitted during exhibition setup/breakdown unless the photographer is officially hired by the exhibitor and ensures no neighboring booths are included in the pictures.
- During exhibition opening hours, photography of all aspects of the event is generally allowed, except where the photographer or equipment would obstruct or endanger delegates or staff.

## **Smoking Policy**

The venue operates a NO SMOKING policy in ALL halls.

## **Special Effects**

Special effects lighting, smoke and laser projection may not be used in the stands. No permission will be given for projection in the aisles or on the walls of the hall.

## **Waste Removal**

Exhibitors are responsible for the removal of all refuse/waste from the exhibition area.

Any discarded waste, including promotional material, left behind will be removed by the organisers at the expense of the exhibitor concerned.

We are committed to sustainability and we encourage all of our exhibitors to do the same. [CLICK HERE](#) for some practical tips and tricks that you can implement right away.

## **Official Contractors:**

**Furniture Rental / Graphics & Signage / Electricity\* / Additional Booth Fittings / Screens & AV Equipment / Catering (F&B)\* / In-booth daily cleaning\* / Waste removal services\* / Security Guards Services\* / Dedicated Wi-Fi\* and Internet Connection\***

### **Metropolitan by GL Events**

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*\*Exclusive service*

## **Freight Handling & Onsite Logistic Agent**

### **DSV Fairs & Events Spain**

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

## **Hostesses & Temporary Staff Hire**

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### **Hotel Accommodation**

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Click [HERE](#) to book your hotel and [HERE](#) for Group Hotel Booking There is an increasing number of fraudulent websites that are attempting to impersonate IFSO 2025. **All official communications**

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