

Booth Space Registration

I have participated in a previous ESCRS/EURETINA Congress, do I need a new account?

Yes, a new account is required for each new event.

How do I register for booth space?

Booth space registration, once open, is available via the Exhibitor Resource Centre (ERC) on the ESCRS/EURETINA websites.

I only want to register for booth space at ESCRS / EURETINA not both.

Vienna 2018 will be a combined ESCRS and EURETINA exhibition. All exhibitors must be present for the full 5 days from 9am on Friday 21 until 5pm on Tuesday 25 September.

The booking/payment deadline, as stated on the website, has passed is it still possible to book booth space?

Yes, we will accept booth space bookings after the booking /payment deadline has passed if we have space available. However, due to the high demand for space it is recommended that booth space bookings are completed as soon as possible.

Who should be listed as the Primary Owner for the account?

The person primarily responsible for your company's participation in the exhibition should be listed as the Primary Owner. The Primary Owner listed on the account will receive all communications in regards to the Exhibition.

I would like to be placed near to/ far from ___ company. I would like my booth to be open on _ sides.

Booth space requests should be entered into the appropriate section of the booth space application. Note that while every effort will be made to accommodate all reasonable requests, this will not always be possible.

I do not want my credit card to be charged, how can I pay by bank transfer?

The credit card details are required to secure the booking. The credit card will not be charged automatically. Once the booth space application has been completed a proforma invoice, including bank transfer information will automatically issue to the primary owner's email address.

I have registered for booth space, what do I do now?

Once your booth space application has been approved the *Tasks* section of the account will become available. The *Tasks* section of your ERC account contains most of the information that you will require to participate in the exhibition.

What is the ERC?

The Exhibitor Resource Centre (ERC) is the online resource tool to enable exhibitors to manage their participation in the exhibition element of the Congress.

I am a booth builder. How do I access the ERC?

There are several ways in which a booth builder can access the ERC depending on what is required. An exhibitor can allow access to their ERC account by adding the booth builder as a contact using the *Manage Participants* task.

If a booth builder needs to place an order for optional extras (furniture, shell schemes, etc.), where the booth builder should be invoiced, please contact the Exhibition Department so that a separate ERC account can be set up for the booth builder. If, however, the Exhibitor should be invoiced then the order should be placed on the Exhibitor's ERC account.

If the booth builder only requires access to information such as the Exhibitor Manual, deadline dates, etc., please contact the Exhibition Department.

Payment

How can I pay by bank transfer?

Once an order has been placed on the ERC a proforma invoice, including bank transfer information, will be issued automatically to the primary owner's/billing contact's email address.

How can I pay by credit card?

To pay by credit card the *Credit Card Authorisation* form should be completed and returned to the Exhibition Department. We are currently unable to process AMEX. The form is available on request from the Exhibition Department.

Do I have to pay VAT?

The application of VAT depends on the type of item or service being ordered and the country in which a company is registered. For further information regarding VAT refer to the Exhibitor Manual.

How can I change the billing address on the Proforma Invoice?

To make an alteration to the billing address on the Proforma Invoice contact the Exhibition Department. Note that the company address entered on the booth space application will appear on all Proforma Invoices, unless otherwise advised.

Username/Password Errors

I have forgotten my Username/Password or My Username/Password is not working.

If you require a reminder of your log-in details or there appears to be an issue with your log-in details, please contact the Exhibition Department.

The *Tasks* section is not appearing on the ERC account.

This usually indicates an issue with the log-in details, if the primary owner has been updated for example, please contact the Exhibition Department for further information.

Exhibition Information

Where can I find the Exhibition dates and schedule?

The current exhibition dates and schedule can be found on the Exhibition Information page of the ESCRS and EURETINA websites.

What is the Exhibitor Manual?

The Exhibitor Manual is a document which contains general and technical information relating to participation in the exhibition element of the Congress. It includes deadlines, contact information, general rules and regulations, technical rules and regulations (booth design) and general information about participating in the exhibition.

Where can I find the Exhibitor Manual?

The Exhibitor Manual can be downloaded via the *Tasks* section of the ERC - **Exhibition Information**.

Placing Orders

How can I order items such as furniture, shell schemes, electricity, etc.?

Booth extras such as furniture, shell schemes, etc. can be ordered via the *Tasks* section of the ERC - **Placing Orders**.

Where can I find images of the furniture that is available to rent?

A PDF of the Furniture Images can be downloaded via the *Tasks* section of the ERC - **Placing Orders**.

How can I request an item that does not appear on the online ordering?

To request an item that does not appear on the online ordering the Additional Services Request form should be completed and returned to the Exhibition Department. This form is available to download via the *Tasks* section of the ERC - **Forms**.

Booth Space Allocation

Where can I find the floorplan to pick my booth location?

All spaces are allocated using the Priority Points system so it is not possible to choose a booth space, one will be allocated to you. Further information is available on our website.

What are Priority Points?

Priority Points can be accrued through attendance at previous ESCRS/EURETINA Exhibitions, advertising in Congress programmes, advertising in EuroTimes and through a variety of sponsorship options including the EuroTimes Satellite Education Programme, wetlab sponsorship and sponsorship of Congress activities including delegate bags and the Congress Wi-Fi. Further information is available via the ESCRS and EURETINA websites.

Documentation Submission

We will bring a pop-up booth; do we need to submit any documentation?

A photo/image of the pop-up that will be used should be submitted to the ESCRS Exhibition Department. The photo/image must include dimensions (width, depth and height).

Build-up / dismantle

Can we apply for extra build-up / set-up time?

If the official build-up days are insufficient for your build-up requirements, it is possible to request additional build-up time at additional cost by completing and submitting the *Additional Build-Up Request* form to the Exhibition Department. The Additional Build-Up Request form is available to download via the *Tasks* section of your ERC account - **Forms**.

Exhibitor Badges

Who can be registered for an exhibitor badge

Persons attending the Congress under any of the following categories may NOT be registered for Exhibitor Badges:

- Potential Exhibitors.
- Medical Doctors. (Unless direct employees of the exhibiting company. A business card and valid ID are required)
- Individuals who wish to gain access to the Congress and/or Exhibition for the purpose of making contacts.
- Leasing companies or financial institutions.
- Vendors.

I am not exhibiting. How do I visit the exhibition?

Only exhibiting companies can provide an exhibitor badge. Individuals who are not employees of exhibiting companies, but wish to visit the Exhibition, must be registered for a Corporate badge via the Delegate Registration page on the ESCRS and EURETINA websites.

How do I register someone for an exhibitor badge?

Individuals can be registered for an exhibitor badge via the *Tasks* section of the ERC. Strict rules apply to the registering of individuals for Exhibitor badges, the corresponding section in the Exhibitor Manual should be read carefully, as penalties will be incurred if individuals are incorrectly registered.

GDPR: Must have consent of the person you are registering before adding them to the ERC.

When do I receive my exhibitor badge?

Badges must be collected by each attendee in person from the Exhibition Services desk. A valid form of photo identification and a company business card will be required from each person, in conjunction with a valid badge collection email.

When will I receive my badge collection email?

A confirmation email will be issued to each registered Exhibitor two weeks prior to the exhibition opening.

Visa Invitation Letters

How can I get a Visa Invitation letter?

To apply for visa invitation letters please complete the application on the ESCRS or EURETINA website. Visa invitation letters will only be issued once the individual has been registered to attend the congress, either as an exhibitor or as a delegate.

Lead Retrieval

How do I rent a Badge Scanner / Lead Retrieval device?

Lead Retrieval Devices can be ordered via the *Tasks* section of the ERC.

Where will I get my Lead Retrieval device onsite?

Lead Retrieval devices will be available for collection from the Lead Retrieval Helpdesk which will be located beside the Exhibition Services desk. All devices must be returned on the last day to the Lead Retrieval Helpdesk.

I have a query about the Lead Retrieval Devices.

For queries regarding Lead Retrieval, please contact Exhibition Department.

Virtual Exhibition / List of Exhibitors

Where can I find the list of exhibitors?

The Virtual Exhibition lists the companies that will be exhibiting at the exhibition. It is available via the ESCRS and EURETINA websites.

I entered updated Company Information / Product Listing on the ERC, why has the Virtual Exhibition not updated yet?

The Virtual Exhibition is not automatically updated, it is a manual process and it may take a few days for the changes to appear.