

## TECHNICAL SERVICES






Exhibition 2018

Geschätzter Aussteller,

die Firma SYMA freut sich, Sie als Aussteller beim EGU im Austria Center Vienna begrüßen zu dürfen. Nachstehend finden Sie unsere Serviceinformationen, welche alle bestellbaren Artikel, die dafür nötigen Bestellformulare und wichtige Informationen sowie technische Anforderungen enthalten.

Wir als Firma SYMA sind Ihr Ansprechpartner zu den Themen:

-  Systemstände
-  Individualstände
-  Design & Grafik
-  Projektplanung und –abwicklung



Für Fragen kontaktieren Sie uns bitte via Email ([daniela.altermann@syma.at](mailto:daniela.altermann@syma.at)) oder rufen Sie Frau Altermann unter der Nummer +43 2245 2497-70 an – sie kümmert sich um Ihre Anliegen und hilft Ihnen gerne weiter!

Wir wünschen Ihnen einen erfolgreichen Kongress!

*Dear Exhibitor,*

*the company SYMA is pleased to welcome you as an exhibitor at the EGU in the Austria Center Vienna. Below you will find our service information, which includes all orderable items, the necessary order forms and important information as well as technical information requirements.*

*Company SYMA is your contact person for these issues:*

-  System stands
-  Individual stands
-  Design & Graphic
-  Project planning and executing

*For questions, please contact us via email ([daniela.altermann@syma.at](mailto:daniela.altermann@syma.at)) or call Mrs. Altermann on +43 2245 2497-70 - she will take care of your concerns and will be happy to help!*

*We wish you a successful congress!*

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**BESTELLFRIST / ORDER DEADLINE: 10 MARCH 2018**

### EGU General Assembly 2018, 08–13 April 2018

Veranstaltungsname / name of event

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☐

Ich habe ein Standard Package über Copernicus gebucht. / I booked a standard package at Copernicus.

☐

3 x 2 m

☐

4 x 3 m

☐

6 x 2 m

☐

Eckstand / Corner

☐

Reihenstand / Row

Ein Stromanschluss (230V 2,2kW / Steckdose 3-fach) ist im Standard Package inkludiert.

1 Power supply (230V 2,2kW / triple socket) is included in standard package



Power connection without meter  
1-phase 230V 2,2 kW  
incl. Power consumption

€ 263,00

Stk. / pc.



MD 50

Steckdose 3-fach / triple socket  
incl. Montageplatte / installation plate

€ 31,20

Stk. / pc.



Power connection without meter  
3-phase 400/230V 10 kW  
incl. Power consumption

€ 677,80

Stk. / pc.



Distributor  
10 kW

€ 113,40

Stk. / pc.



Power connection without meter  
3-phase 400/230V 20 kW  
incl. Power consumption

€ 992,80

Stk. / pc.



Distributor  
up to 20 kW

€ 203,70

Stk. / pc.



Power connection without meter  
3-phase 400/230V 40 kW  
incl. Power consumption

€ 1632,80

Stk. / pc.



Power connection without meter  
up to 40 kW

€ 251,50

Stk. / pc.



MD 52

Steckdose / socket

380 V  
16A  
5 CEE

€ 109,00

Stk. / pc.

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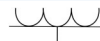
Bitte tragen Sie ihre technische Wünsche (Elektro) in diesem Plan genau ein!

Please state exactly your technical requirements (electrical supply) in the chart below!

☐ = 1 x 1




Strahler (Pfeil in Leuchtrichtung) / spotlight (arrow in direction of light)



Dreifach Steckdose / triple socket

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#### MA 05

Teppich / carpet 940 SCHIEFER

B = 2m  
hellgrau / light grey  
inkl. Verlegung, Folienabdeckung &  
Entsorgung /  
incl. film for protection &  
orderly disposal

€ 13,80

m² / sqm



#### MA 05 Included in standard package

Teppich / carpet 910 GRAPHIT

B = 2m  
anthrazit / anthracite  
inkl. Verlegung, Folienabdeckung &  
Entsorgung /  
incl. film for protection &  
orderly disposal

€ 13,80

m² / sqm



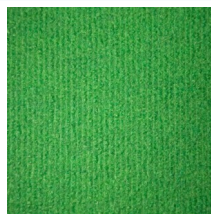
#### MA 05

Teppich / carpet 650 MARINE

B = 2m  
blau / blue  
inkl. Verlegung, Folienabdeckung &  
Entsorgung /  
incl. film for protection &  
orderly disposal

€ 13,80

m² / sqm



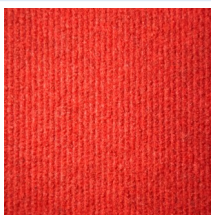
#### MA 05

Teppich / carpet 541 KLEE

B = 2m  
grün / green  
inkl. Verlegung, Folienabdeckung &  
Entsorgung /  
incl. film for protection &  
orderly disposal

€ 13,80

m² / sqm



#### MA 05

Teppich / carpet 470 PURPUR

B = 2m  
rot / red  
inkl. Verlegung, Folienabdeckung &  
Entsorgung /  
incl. film for protection &  
orderly disposal

€ 13,80

m² / sqm

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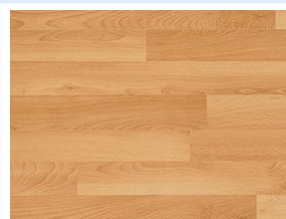
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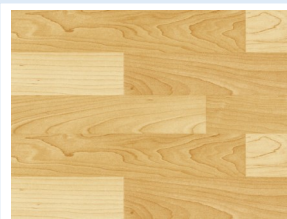
### MA 11 AB

Laminat / laminate BUCHE

Buche / beech  
inkl. Unterkonstruktion / incl. substructure  
inkl. Alu-Winkel / incl. aluminium bracket  
inkl. Abdeckfolie / incl. film for protection  
inkl. Entsorgung / orderly disposal

€ 36,60

m² / sqm



### MA 11 AA

Laminat / laminate AHORN

Ahorn / maple  
inkl. Unterkonstruktion / incl. substructure  
inkl. Alu-Winkel / incl. aluminium bracket  
inkl. Abdeckfolie / incl. film for protection  
inkl. Entsorgung / orderly disposal

€ 36,60

m² / sqm



### MA 11 AB

Laminat / laminate NUSS

Nuss / nut  
inkl. Unterkonstruktion / incl. substructure  
inkl. Alu-Winkel / incl. aluminium bracket  
inkl. Abdeckfolie / incl. film for protection  
inkl. Entsorgung / orderly disposal

€ 36,60

m² / sqm

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### MB 01 A

Wandelement / wall element

H = 2500mm  
Füllung weiß/weiß /  
panel white/white

€ 34,90

lfm / lm

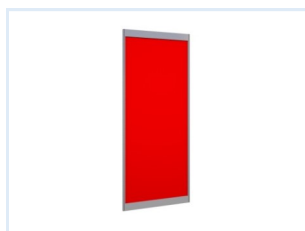


### MB 01 D

Berechnung Bauhöhenänderung /  
multiplier for oversized booth

O H= 3,0m -> € 34,90 x 1,3  
O H= 3,5m -> € 34,90 x 1,8  
O H= 4,0m -> € 34,90 x 2,0  
O H= 5,0m -> € 34,90 x 2,5

lfm / lm



### MB 02

Wandelement / wall element

H = 2500mm  
Füllung foliert einseitig /  
one side filling coloured foil

RAL:

€ 74,50

lfm / lm



### MB 40A

Türelement / door element lockable

L x B x H = 1000 x 1990 x 2500mm  
Füllung & Blende weiß /  
panel & fascia white

€ 133,70

m² / sqm



### MB 40B

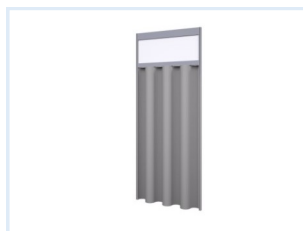
Türelement / door element lockable

L x B x H = 1000 x 1990 x 2500mm  
Füllung & Blende einseitig foliert/  
one side filling coloured foil

RAL:

€ 176,10

Stk / pc



### MB 50A

Vorhang / curtain

L x B x H = 1000 x 1990 x 2500mm  
Blende weiß / fascia white

O weiß / white  
O grau / grey

€ 66,80

Stk / pc

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### MB 170

X-Wall Element / x-wall element

Premium Grafikwand / premium graphic wall  
Rückkonstruktion gerade, glatt /  
headwall straight, smooth  
excl. Verplattung/Bespannung / excl. covering

€ 41,10

Stk / sqm



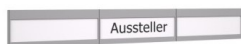
### MB 173 A

X-Wall Türelement / x-wall door element

L x H = 1000 x 2000mm  
sperrbar / lockable  
excl. Verplattung/Bespannung / excl. covering

€ 114,40

Stk / pc



### MB 74

Zargen-Blende / fascia board

H = 400mm  
Tafelhöhe 240mm / panel height 240mm  
weiß / white  
ohne Beschriftung / without lettering

€ 23,80

lfm / lm



### MB 98

Alu-Stütze / aluminium support profil

L x B x H = 30 x 30 x 2500mm

€ 10,00

Stk / pc



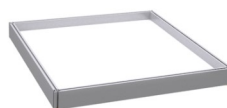
### MB 99

Alu-Zarge / aluminium rectangular profile

B x H = 30 x 100mm  
für Raster bzw Strahler / for raster and spots

€ 10,00

lfm / lm



### MB 132

Deckenelement / ceiling element

€ 19,40

m² / sqm

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## MO 01

Tisch / table NEWPORT

L x B x H = 800 x 800 x 720mm  
Platte weiß / tabletop white  
Fußgestell chrom / legs chrome

€ 42,60

Stk / pc



## MO 02

Tisch / table NEWPORT

L x B x H = 1200 x 700 x 720mm  
Platte weiß / tabletop white  
Fußgestell chrom / legs chrome

€ 46,00

Stk / pc



## MO 03

Tisch / table CHROMO

Ø 700mm, H = 720mm  
Glasplatte sandgestrahlt /  
glass sandblasted  
Fußgestell mattchrom /  
legs mat chrome

€ 92,00

Stk / pc



## MO 04

Tisch / table GO

Ø 700mm, H = 720mm  
Platte weiß / tabletop white  
Fußgestell aluminium /  
legs aluminium

€ 57,50

Stk / pc



## MO 05

Stehtisch / high table CHROMO

Ø 700mm, H = 1150mm  
Glasplatte sandgestrahlt /  
glass sandblasted  
Fußgestell mattchrom /  
legs mat chrome

€ 103,50

Stk / pc



## MO 06

Stehtisch / high table GO

H = 1150mm  
Platte / tabletop:  
Ø 700mm weiß / white  
Ø 800 x 800mm Holz / wood  
Ø 800 x 800mm weiß / white

€ 65,60

Stk / pc

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#### MO 07

Stehtisch / high table FRANKFURT  
SMALL

L x B x H = 1400 x 750 x 1100mm  
Platte weiß / tabletop white

€ 139,20

Stk / pc



#### MO 08

Stehtisch / high table FRANKFURT

L x B x H = 1800 x 750 x 1100mm  
Platte weiß / tabletop white

€ 207,00

Stk / pc



#### MO 09

Barhocker / barstool LEM

H= 770–870mm  
weiß / white  
Fußgestell mattchrom /  
legs mat chrome

€ 87,40

Stk / pc



#### MO 10

Barhocker / barstool CUBE

H= 820mm  
Leder weiß / leather white  
Fußgestell chrom / legs chrome

€ 33,30

Stk / pc



#### MO 11

Barhocker / barstool ABOUT A STOOL

H= 730mm  
weiß / white  
Fußgestell Holz / legs wood

€ 55,20

Stk / pc



#### MO 12

Barhocker / barstool THIN

H= 700–950mm  
schwarz / black  
Fußgestell Edelstahl, sandgestraht/  
legs stainless steel, sandblasted

€ 69,00

Stk / pc

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#### MO 13

Meetingchair / meetingchair CHEF II

B = 600mm  
schwarz / black  
mit Rollen / with wheels

€ 109,30

Stk / pc



#### MO 14

Stuhl / chair MIRO

H = 460mm  
weiß / white  
Fußgestell chrom / legs chrome

€ 31,10

Stk / pc



#### MO 15

Stuhl / chair VIP-CHAIR

H = 470mm  
Kunstleder schwarz / leatherette black  
Fußgestell chrom / legs chrome

€ 28,80

Stk / pc



#### MO 16

Stuhl / chair ABOUT A CHAIR

H = 460mm  
weiß / white  
Fußgestell Holz / legs wood

€ 55,20

Stk / pc



#### MO 17

Stuhl / chair VITRA 03

H = 480mm  
schwarz / black  
Fußgestell Aluminium, matt /  
legs aluminium, mat

€ 74,80

Stk / pc



#### MO 18

Stuhl / chair TWEET

H = 460mm  
weiß / white  
Fußgestell chrom / legs chrome

€ 69,00

Stk / pc

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**BESTELLFRIST / ORDER DEADLINE: 10 MARCH 2018**

### EGU General Assembly 2018, 08–13 April 2018

Veranstaltungsname / name of event

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#### MO 19

Sessel / armchair CUBE

H = 430mm  
Leder weiß / leather white

€ 139,20

Stk / pc



#### MO 20

Sofa / sofa CUBE

H = 430mm  
Leder weiß / leather white

€ 208,20

Stk / pc



#### MO 21

Stuhl / chair CUBE

L x B x H = 400 x 400 x 400mm  
Kunstleder weiß / leatherette white

€ 51,20

Stk / pc



#### MO 22

Sitzbank / bench CUBE

L x B x H = 1700 x 400 x 400mm  
Kunstleder weiß / leatherette white

€ 75,90

Stk / pc



#### MO 23

Sitzbank / bench CUBE small

L x B x H = 1200 x 400 x 400mm  
Kunstleder weiß / leatherette white

€ 52,90

Stk / pc



#### MO 24

Sessel / armchair ABOUT A LOUNGE

H = 320mm  
Stoff grau / fabric grey

€ 136,90

Stk / pc

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**MO 25**

Sofa / sofa ABOUT A LOUNGE

H = 400mm  
Stoff grau / fabric grey

€ 562,40

Stk / pc



**MO 26**

Beistelltisch / side table COPENHAGEN

Ø 700mm, H = 490mm  
Platte weiß / tabletop white  
Fußgestell Eiche / legs oak

€ 108,90

Stk / pc



**MO 27**

Beistelltisch / side table HIGHLINE

L x B x H = 700 x 700 x 400mm  
Platte weiß / tabletop white  
Fußgestell chrom / legs chromed

€ 48,30

Stk / pc



**MO 28**

Beistelltisch / side table CUBE

L x B x H = 800 x 500 x 300mm  
Platte Acrylglas / tabletop acrylic glass  
Fußgestell Kunstleder weiß / legs leatherette white

€ 75,90

Stk / pc



**MC 20B**

Info-Pult / info desk

L x B x H = 1000 x 500 x 1150mm  
Boden & Fronten weiß / top & sides white  
verschießbar / lockable  
1x Fachboden / shelf

€ 119,70

Stk / pc



**MC 23B**

Info-Pult / info desk

L x B x H = 1500 x 500 x 1150mm  
weiß / white  
Platte grau / panel grey  
verschießbar / lockable  
1x Fachboden / shelf  
1 x Prospektelament / brochure displays

€ 224,80

Stk / pc

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### MO 29

Theke / bar HP

L x B x H = 1300 x 550 x 1100mm  
Aufsatz weiß / hutch white  
Front grau / front grey

€ 113,90

Stk / pc



### MO 30

Theke / bar WHITE

L x B x H = 1000 x 800 x 1160mm  
weiß / white

€ 414,00

Stk / pc



### MO 31

Theke / bar WHITE

L x B x H = 800 x 820 x 1160mm  
weiß / white

€ 333,50

Stk / pc



### MO 32

Standvitrine / showcase GRANAT

L x B x H = 720 x 720 x 2000mm  
weiß / white  
inkl. Beleuchtung / incl. lightning

€ 241,50

Stk / pc



### MO 33

Standvitrine / showcase NEWLINE I

L x B x H = 950 x 480 x 1800mm  
Silber / silver  
inkl. Beleuchtung / incl. lightning

€ 345,00

Stk / pc



### MO 34

Tischvitrine / table display case GRANAT

L x B x H = 1010 x 520 x 1050mm  
Silber / silver  
inkl. Beleuchtung / incl. lightning

€ 161,00

Stk / pc

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### MO 35

Sideboard / sideboard BASEL

L x B x H = 800 x 400 x 800mm  
weiß / white

€ 97,80

Stk / pc



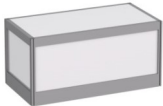
### MO 36

Schrank / cupboard SCHLISSFACHSCHRANK

L x B x H = 300 x 500 x 1800mm  
grau / grey

€ 93,20

Stk / pc



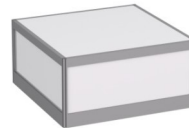
### MC 10

Podest / podium

weiß / white  
L x B = 1000 x 500mm  
Höhe / height  
O 500mm  
O 750mm  
O 950mm

€ 69,10

Stk / pc



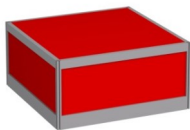
### MC 12

Podest / podium

weiß / white  
L x B = 1000 x 1000mm  
Höhe / height  
O 500mm  
O 750mm  
O 950mm

€ 77,80

Stk / pc



### MC 14

Podest / podium

Aufpreis / extra charge:  
Holzteile farbig foliert / wooden parts colored  
für Podeste & Pulte / for podium & desk:  
MC 10, MC 12, MC 20B

RAL:

€ 279,30

Stk / pc



### MO 37

Flaschenkühlschrank / refrigerator

L x B x H = 600 x 620 x 1800mm  
350 L

€ 219,65

Stk / pc

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### MC 60

Kühlschrank / refrigerator

L x B x H = 550 x 610 x 850 mm  
130 L  
rechts / door fastened right  
130 W (ohne Anschluss) / (without installation)

€ 78,70

Stk / pc



### MC 61N

Küchenblock / kitchenette NIRO

L x B x H = 960 x 600 x 950mm  
ohne Anschluss / without installation  
Spüle mit Boiler / sink and boiler  
Kühlschrank / refrigerator

€ 279,30

Stk / pc



### MO 38

Kaffeemaschine / coffee machine JURA XS95

€ 667,00

Stk / pc



### MO 39

Kaffeemaschine / coffee machine JURA X9

€ 713,00

Stk / pc



### MO 40

Garderobenständer / coat Rack XARA

L x B x H = 450 x 450 x 1750mm  
Stahl, chrom / steel, chrome

€ 40,25

Stk / pc



### MC 80A

Tablar / table display case GRANAT

L x B = 979 x 300mm  
hellgrau / light grey  
gerade / horizontal

€ 21,70

Stk / pc

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### MC 80B

Tablar / table display case GRANAT

L x B = 979 x 300mm  
hellgrau / light grey  
45 Grad / 45 degree

€ 21,70

Stk / pc



### MO 41

Prospektständer / leaflet dispenser OCTA

L x B x H = 360 x 280 x 1200mm  
Silber / silver

€ 66,70

Stk / pc



### MO 42

Absperrelement / barriers FLEX

L x H = 2000 x 920mm  
Edelstahl / stainless steel

€ 86,30

Stk / pc



### MO 43

Papierkorb / wastepaper bin

Ø 280mm, H = 330mm  
schwarz / black

€ 8,10

Stk / pc

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### MD 20

Spot / spot SYMA-SOLO

100W E27 Fassung / socket  
Chromgehäuse / Chrome box  
mit Zargenbügel / with fram clamp  
incl. Leuchtmittel / incl. illuminant

€ 35,10

Stk / pc



### MD 22

HQI 70W Ausleger / HQI 70W armspot

L = 500mm  
hocheffizienter Reflektor / efficient reflector  
weiter Abstrahlwinkel / wide angle of radiation  
schwenkbar / rotatable  
incl. Leuchtmittel / incl. illuminant

€ 60,30

Stk / pc



### MD 36

Piccolo-Ausleger Strahler / armspot

50W Halogen  
incl. Leuchtmittel / incl. illuminant

€ 54,40

Stk / pc



### MD 37C

LED Einbaustrahler / armspot

Ø 100mm  
12W, dimmbar / dimmable  
weiß / white  
schwenkbar / swiveling  
incl. Trafo / incl. transformer

€ 56,50

Stk / pc



### MD 70E

HQI Strahler / HQI spotlight

150W  
silbergrau / silver-grey  
incl. Leuchtmittel / incl. illuminant

€ 79,00

Stk / pc

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### MP 01

Ficus benjamini / ficus benjamini

H= 1800mm  
indoor

€ 47,50

Stk / pc



### MP 02

Kentia Fächerpalme / fan palm

H= 1800–2000mm  
indoor

€ 47,50

Stk / pc



### MP 03

Kentia Fächerpalme groß / fan palm large

H= 2200–2400mm  
indoor

€ 87,50

Stk / pc



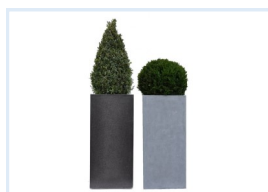
### MP 04

Lorbeer Pyramide / laurel pyramid

H= 1700-1800mm

€ 55,00

Stk / pc



### MP 05

Bux im Gefäß / box tree

H= 1200–1600mm  
indoor, outdoor, frost-resistant

€ 87,50

Stk / pc



### MP 06

Raumabtrennung / room divider

Preis je nach Höhe & Ausführung /  
price depending on height & design

€ 87,50

Stk / pc



### MP 07

Blumenschale / flower bowl

Ø 200mm

€ 37,60

Stk / pc



### MP 08

Blumenschale / flower bowl

Ø 300mm

€ 55,20

Stk / pc

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**MZ 01**

Regie—Leistung / Assembly

€ 54,10

Stk / pc



**MZ 15**

tägl. Standreinigung / daily cleaning

€ 5,50

m² / sqm



**MZ 20**

Müllentsorgung / waste disposal  
während Aufbau / during set up

Mischmüll / mixed waste

€ 152,50

m³



**MZ 21**

Müllentsorgung / waste disposal  
während Abbau / during dismantling time

Mischmüll / mixed waste

€ 152,50

m³

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O Ja, bitte kontaktieren Sie mich! / yes, please contact me!

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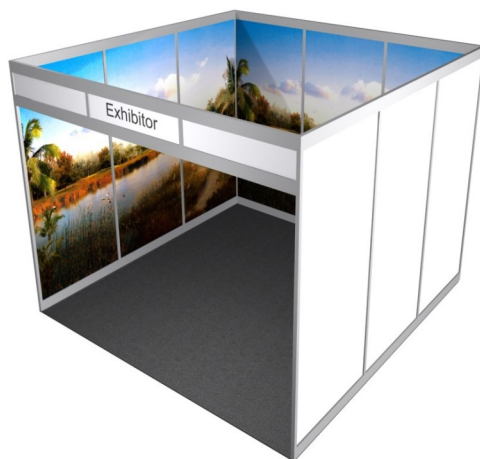
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Ansprechpartner / responsible person

E-Mail / e-mail

Telefon / phone

**Option 1—graphic (digital print) on shell scheme wall element, € 64,00/sqm**



Shell scheme wall element with print,

Shell scheme structure stays visible.

One wall element has 2,5 sqm

Visible space W x H / 970 x 2300mm

2,5 sqm x € 64,00 = € 160,00

Calculation for a 3 x 3 m booth:

1 wall element: 1 x 2,5 m = 2,5 sqm

9 wall elements: 9 x 2,5 sqm = 22,5 sqm

22,5 sqm x € 64,00 = € 1.440,- for branding all 9 shell scheme wall elements

After you made your decision for a certain option, please ask us for the exact artwork dimension!

The artwork dimension is very individual depending on the booth dimension and on the number of walls you want to brand.

We would like to order  sqm graphic print on wall panel.

Alle Preise verstehen sich für eine Messedauer bis zu 7 Tagen sowie exkl. MwSt. und 1% Bestandsvertragsgebühr. Preisänderungen bleiben vorbehalten. *All prices are quoted for a periode of up to seven days and are quoted exclusive VAT and 1% legal charges. Subject to alteration prices.*

**WICHTIG:** - Bestellfrist: Bei Bestellungen nach der Bestellfrist muss ein Last Minute Zuschlag von 30% verrechnet werden. **IMPORTANT:** Order Deadline: For orders recieved after the deadline a last minute surcharge of 30% will be charged.

Durch die Unterschrift nimmt der Auftraggeber unsere allgemeine Geschäftsbedingungen (abgedruckt am Ende dieses Auftrags) zur Kenntnis und akzeptiert deren Inhalt verbindlich. Erfüllungsort ist Wien. Gerichtsstand: Mistelbach

*By signing this document the customer acknowledges our general terms and conditions (printed on the last page of this order form) as noted and accepts it as binding. Place of jurisdiction is Vienna*

Retour/return to:

Ort, Datum  
Place, Date

Firmenstempel & rechtsverbindliche Unterschrift  
Stamp & obligatory signature

**BESTELLFRIST / ORDER DEADLINE: 10 MARCH 2018**

**EGU General Assembly 2018, 08–13 April 2018**

Veranstaltungsname / name of event

Standnr. / Booth no.

Standgröße in m² / boothsize in sqm

Firmenname / company's name

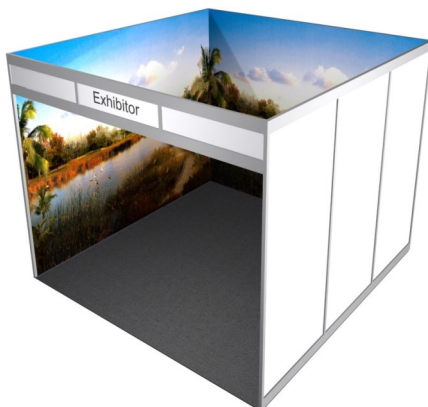
Rechnungsanschrift / invoice adress

Ansprechpartner / responsible person

E-Mail / e-mail

Telefon / phone

**Option 2—full covered stretch fabric graphic (digital print), € 92,90/sqm  
plus € 50,60 reinforcement per wall**



Print of custom graphics on fabric which will be placed in a slimeframe.

Frame of the construction isn't visible at all.



One wall has W x H / 3000 x 2500mm (7,5sqm).

7,5 sqm x € 92,90 = € 696,75 + € 50,60 = € 747,35

Calculation for a 3 x 3 m booth:

1 wall element: 3 x 2,5 m = 7,5 sqm

7,5 sqm x € 92,90 = € 696,75 stretch fabric + € 50,60 reinforcement = € 747,35

€ 747,35 x 3 walls = € 2.242,05 for branding all 3 walls.

After you made your decision for a certain option, please ask us for the exact artwork dimension!

The artwork dimension is very individual depending on the booth dimension and on the number of walls you want to brand.

We would like to order  sqm graphic print on wall.

Alle Preise verstehen sich für eine Messedauer bis zu 7 Tagen sowie exkl. MwSt. und 1% Bestandsvertragsgebühr. Preisänderungen bleiben vorbehalten. *All prices are quoted for a periode of up to seven days and are quoted exclusive VAT and 1% legal charges. Subject to alteration prices.*

**WICHTIG:** - Bestellfrist: Bei Bestellungen nach der Bestellfrist muss ein Last Minute Zuschlag von 30% verrechnet werden. **IMPORTANT:** Order Deadline: For orders recieved after the deadline a last minute surcharge of 30% will be charged.

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Retour/return to:

Ort, Datum  
Place, Date

Firmenstempel & rechtsverbindliche Unterschrift  
Stamp & obligatory signature



## Conference venue

Austria Center Vienna

Bruno-Kreisky-Platz 1

1220 Vienna, Austria

Conference venue web site <https://www.acv.at/index.en.html>

Austria Center Vienna is part of the Internationales Amtssitz- und Konferenzzentrum Wien Aktiengesellschaft (IAKW-AG). The Austria Center Vienna is Austria's largest conference centre, with 24 halls, 180 meeting rooms and some 22,000 square metres of exhibition space, and is one of the top players on the international conference circuit.

## Technical guidelines and general information

The following technical guidelines shall only apply where the Contractual Partner has hired rooms and facilities for exhibition purposes. An exhibitor in the meaning of these technical guidelines shall mean every exhibitor who is active on the premises of Austria Center Vienna by reason of the event described in the Agreement Concerning the Event. Where the exhibitor is not the Contractual Partner, the Contractual Partner is obliged to require each exhibitor to comply with these technical guidelines and ensure compliance. The Contractual Partner shall, in particular, ensure that these technical guidelines are complied with in practice, and shall be liable to Austria Center Vienna for any damages arising from non-compliance.

## Deliveries, in-house transportation and shipping instructions

### Transport of stand construction materials and exhibits to and from the premises

The exhibitor is responsible for the transportation of exhibits and any stand construction materials to and from the premises at its own expense and risk. Deliveries must arrive shortly before scheduled unloading, and must depart promptly after loading. If exhibition material is delivered by the exhibitor's own freight forwarding partner, the freight forwarder must contact IML upon arrival at Austria Center Vienna, as in-house delivery is generally handled by IML.

If the exhibitor is working with IML, companies delivering materials will be directly advised by them. If delivery is arranged by the exhibitor or by the exhibitor's exhibition stand builder themselves, the official set-up time for the event must be observed. The following access route should be used:

After entering the "Leonard-Bernstein-Strasse" tunnel, do not take the first illuminated exit on the right to "Austria Center Vienna". Continue to the end of the tunnel and turn right at the sign for "Saturn Tower" in front of a height barrier of 2,20m. You will then come to a goods vehicle parking area and the sign for the IML office (Tor 1/Gate 1).

Delivery is possible via the IML delivery entrance (Tor 1/Gate 1) and must be announced in advance.

In exceptional cases, delivery is also possible via the delivery entrance (Tor 4/Gate 4) on the other side of the building (height limit of 3,90m). Please request access for delivery with the according project manager of Austria Center Vienna through the congress organiser and respect the clearway around this entrance.

Night-time noise regulations: About the use of Exhibition Halls X1, X2, X3 and X4, attention is expressly drawn to the need for the Contractual Partner to comply strictly with the night-time noise regulations. Noise restrictions generally apply between 10pm and 6am and on Sundays and public holidays. Restrictions on the movement of goods vehicles apply on Saturdays between 3pm and midnight and on Sundays and public holidays between midnight and 10pm.

Vehicles may only use the access ramp to Bruno-Kreisky-Platz one at a time and with a gross vehicle weight of under 25 tonnes.

Austrian traffic regulations must be observed. It is forbidden to leave engines running. Exhibitors shall not be entitled to compensation for any waiting times. Goods vehicles may only be parked on

Austria Center Vienna's premises in exceptional cases, and with the written permission of Austria Center Vienna. Instructions given by Austria Center Vienna must be followed at all times.

Freight elevators are located at Gate 1, Gate 4 and downstairs below Hall X3 to deliver the goods to the correct level. IML should be contacted if forklift rental is required and for any other in-house transportation services, as well as for storage of empty crates.

#### **Use of freight elevators**

The Austria Center Vienna has 6 freight elevators available. Four of them are located inside the building, two are in the exhibition halls leading from level -3 to Halls X3 and X4.

Exhibition materials may be brought into the freight elevators, each with a maximum payload of 3,000kg. Two freight elevators allow delivery of materials directly to Halls X3 and X4 from the truck and vehicle parking area. Materials are brought into Halls X1, X2 and X3 also at street level. Freight elevators may not be used to transport people. Instructions given by Austria Center Vienna staff must be followed at all times. Austria Center Vienna accepts no liability in the event of any contravention of these regulations. All freight elevators inside the Austria Center Vienna and in the exhibition halls can only be operated from outside, with a key. Freight needs to be stored and secured within the yellow lines in the elevator. The elevator must be called from the level to which the freight needs to be delivered. All freight elevators have the following dimensions: 6.20m (length) x 3.20m (width) x 3.10m (height).

#### **Use of passenger lifts and escalators**

Passenger lifts and escalators may not be used to transport heavy freight, goods or equipment.

#### **Storage of empties**

Empties should generally be stored directly with IML, an external partner of Austria Center Vienna. In exceptional circumstances Austria Center Vienna will allocate storage space, for which a fee will be charged.

**Vehicles and forklifts** are not allowed inside exhibition areas. Only forklift trucks operated by IML are permitted within the loading bay. Only pallet jacks and trolleys are permitted in the exhibition areas.

**Halls X1, X2 and X3** are accessible at street level. In light of the limited number of delivery entrances, please respect the clearways and waiting times. All exhibitors, including those that prefer to carry out unloading themselves, must apply for loading and unloading slots. Please contact IML directly for your loading and unloading slots. Exhibitors must respect and consider delays or waiting times if no slots are agreed with IML. .

#### **Parking**

Trucks and vehicles higher than 2m: parking spaces are available at the Parking lot West (located next to Gate 1) on a first come, first serve basis.

All other vehicles and cars lower than 2m must use the Austria Center Vienna's parking garages.

Information regarding access and fees can be found online:

<https://www.acv.at/teilnehmen/anreise-und-verkehr/travelling-by-car.html>

## Exhibition area technical services

### General information

Load-bearing capacity is 500kg/m<sup>2</sup> in all areas (incl. the forecourt). In exceptional cases that require the approval of the Austria Center Vienna and the engagement of a structural engineer, the costs of this must be borne by the exhibitor.

Water connections are only available at a selected number of locations. It is therefore recommended to announce the requested position in advance and that for large stands, a platform as built, so that water connections remain available to other exhibitors.

The construction of double-story stands is permitted in Halls X3 and X4, but subject to permission. Detailed stand drawings and structural reports are required.

Roofs may be built on single-story stands provided that the roofing complies with the fire regulations.

For rigging the organiser as well as the exhibitor is obliged and required to use the venue's ceiling grid for the preparation of the rigging points as early as possible. The Austria Center Vienna reserves the right to deny rigging requests in case the instructions and rules are not followed (please see separate rigging point information kit).

All exhibition halls have pillars – for exact positions and measurements please see the official floor plans.

The exhibition halls have areas with limited daylight and areas with no daylight.

The floor in exhibition halls X1, X2, X3 and X4 is covered with asphalt. It is recommended that exhibition spaces are carpeted. Tape used to fix carpet must be fully removable. If tape is used that is not fully removable or leaves traces, additional cleaning costs will be incurred.

Oil, grease, paint and similar substances must be removed from the floor immediately. The hall floor may not be painted or drilled, nor may anything be stuck to it which is not completely removable.

In Halls X1, X2 and X3, power supplies and other utilities are supplied to stands via the ceiling, from the hall walls or along the pillars. They are only supplied from the floor in Hall X4.

### Maximum construction heights in the exhibition within the building:

Entrance Hall I/II/III:	Construction height low area: 2.80m Construction height lowest area: 2.60m
Entrance Hall IV:	Construction height: 5.00m
Hall E/F:	Construction height high area: 5.00m Construction height low area (below technical booths and balcony): 2.50m
Halls D/G/K:	Construction height high area: 4.00m Construction height low area (below technical booths): 2.50m
Foyers A/B/C:	Construction height 2.50m
Foyer D/G/K:	Construction height high area 4.00m Construction height low area: 2.00m
Corridors Level 1:	Construction height 2.00m
Corridor between Foyer D and Hall X2:	Construction height 2.50m
Foyers E/F:	Construction height 2.80m
Corridors Level 2:	Construction height 2.30m
Gallery:	Construction height 2.50m
Foyers M/N:	Construction height 2.80m
L 1-8:	Construction height 2.80m

**Maximum construction heights** in the exhibition halls:

Hall X1:	Construction height 3.50m (at smoke barrier: 2.50m)
Hall X2:	Construction height 3.50m
Hall X2 entrance:	Construction height 4.00m
Hall X3:	Construction height 5.50m
Hall X4:	Construction height 6.50m

**General information on stand construction****Build-up of stands – General**

Austria Center Vienna makes the stand area allocated to the exhibitor available without structures, technical or furnishings. The exhibitor is responsible for assembly and furnishing of the stand and for all required technical equipment. The construction and furnishing of the stand is at the exhibitor's discretion, subject always to Austria Center Vienna's regulations and instructions with regard to safety, permitted furnishings and general appearance.

ONLY for events and exhibitions which are subject to the Vienna Events Act and/or the Vienna Event Venue Act:

*Exhibitors wishing to construct their own pavilions on the premises must obtain the permission of the Baupolizei (building inspectors). The proposed location, construction and design of such structures must be agreed with Austria Center Vienna before application to the Baupolizei.*

Austria Center Vienna accepts no liability for the safety of the design or construction of exhibition stands or the equipment contained therein. Any requirements for alterations to the structure, furnishings and equipment of the stand and any special operating requirements imposed in the interests of public safety by the external and/or internal authorities during the official inspection must be complied with by the exhibitor promptly, before the start of the event, and at the latest before the subsequent final inspection.

**Stand assembly guidelines**

All entrance and exit doors to the halls, including emergency exits, escape routes, passageways, staircases, etc., must be kept completely free and unobstructed at all times. Fire safety equipment such as portable fire extinguishers, fire alarms and hydrants must be visible and accessible at all times. Fire safety equipment may not be obstructed or enclosed by structures. Stands may be constructed using the exhibitor's own materials, as described in section XIII.1.1. of the General Terms and Conditions of Contract. It is not permitted to drill, insert screws or hammer nails into the building's walls, ceilings, floors or pillars. Stands and exhibits may not impose loads on walls, pillars, windows or doors, nor may adhesives be used on these features of the building. The hanging of lightweight suspended ceilings, advertisements, banners and light fittings, etc. is not possible in all exhibition areas, and is only permitted subject to written request and approval by Austria Center Vienna. The necessary wall or ceiling mounts for hanging such items must be installed by IAKW staff or their assistants; the exhibitor shall bear the costs incurred. Pillars may be covered up to the maximum permitted construction height, provided that they are not damaged in the process. Combustible materials such as jute, crepe paper, cardboard, corrugated cardboard, reed mats or flammable plastics may not be used to construct or cover stands, or for decorative purposes. All items brought onto the premises must comply with the applicable fire safety regulations. Special protective measures must be taken in the aisles of the exhibition space, during build-up and breakdown, or otherwise special care must be taken to prevent damage to floors. Wood cutting and shaping tools must have dust collector bags. Painting and wallpapering is only permitted in the exhibition halls if the floors are first covered using PVC sheeting.

### Utilities

Special requirements for electrical, telecommunications and water connections can only be met where permitted by the official regulations and the technical services in the exhibition halls. Such services shall be provided at the exhibitor's expense. Requests must be made in writing. The installation of all such connections requires Austria Center Vienna's permission, and may only be undertaken by skilled personnel employed by Austria Center Vienna, or by approved Austria Center Vienna specialist subcontractors on behalf of and for the account of the exhibitor. No changes to such connections by the exhibitor are permitted. The exhibitor must comply with the rules and regulations of IAKW-AG and the telecommunications, electricity and water companies. Austrian safety regulations must be complied with. Infringements of regulations will result in the immediate disconnection and removal of the connection, and the exhibitor shall not be entitled to claim damages. A three-phase power supply with approx. 3 x 400/230V and alternating current with 230V and 50Hz frequency with TN earthing are available. There are residual current circuit breakers in the exhibition halls. Austria Center Vienna shall not be liable for any loss or damage resulting from technical defects. In the event of non-compliance with these regulations and instructions Austria Center Vienna may, after expiry of due notice given for remedy of the breach, make any improvements or modifications it deems necessary, at the exhibitor's expense.

### Approval of construction

It is the exhibitor's responsibility to send a drawing of the proposed stand construction (floor plan and elevation) for approval, at their earliest convenience. With the exception of shell scheme stands, this regulation applies to all self-constructed stands and all stand assemblies that include rigging. Two-story constructions are only possible in Halls X3 and X4. For approval (when not handled through the organiser or the organiser's Exhibition Service Partners) please contact Marion Lüftenegger ([marion.lueftenegger@acv.at](mailto:marion.lueftenegger@acv.at)).

### Suspension points/rigging - general

Suspension points may be mounted in the exhibition halls and in the centre of the Entrance Hall. All suspension points must be inspected and approved by Austria Center Vienna. The weights of suspended objects must be supplied for this purpose. All Exhibition Halls are equipped with a ceiling grid, from which objects can be suspended by a rigging master employed by Austria Center Vienna. **All suspended objects need to be inspected and approved on-site by a structural engineer (at the organiser's expense) once mounting is completed.** The appropriate date and time will be agreed between the Austria Center Vienna and the structural engineer.

For more detailed information please see the separate Information kit for rigging points.

### Connection to electricity supply

A power package is required in order for any kind of power connection to be supplied. The type of connection required should be indicated on the order form, and all the connections required for electrical devices, lighting, etc. should be listed. To make sure that power connections are available at the right locations, a sketch must be provided together with the order form, indicating the required connections on the service sheet for the technical layout.

Electrical installation work can be ordered from our external partners or from a licensed electrical firm of the exhibitor's choice, which must submit a report on the electrical wiring installed („*Elektrobefund* VD 390“) to the Austria Center Vienna staff on the last assembly day at the latest (see House Rules & Regulations), including details of all connections installed.

### **Water**

Water pipe installations to and from the service pipes may only be carried out by employees of the Austria Center Vienna. Water connections cannot be installed in areas with parquet flooring. In the entrance hall, the total number of water connections is limited to four, and these may only be along the wall (two connections on each side). Water connections in the gallery are also limited to four connections along the walls. For both locations – Entrance hall and Gallery the positions for the water connections must be agreed with the Austria Center Vienna well in advance

The flat rate includes the costs of providing a connection, water supply costs and drainage connection charges for one device/tap at the stand. Connection of a sanitary fitting (e.g. sink) provided by the customer is possible upon request and by arrangement. Repairs to equipment provided by the exhibitor will be charged at cost. Please be advised that such repair work cannot be performed on the last move-in day.

The exhibitor is responsible to bring all the equipment, necessary siphons, fittings and materials for their devices etc. The Austria Center Vienna cannot guarantee for availability of different materials onsite. A flat rate per connection will be invoiced (for supply and drainage) for the duration of the event.

Please note the following points:

In order to prevent blockages, food waste and coffee grounds must not be disposed of in sinks.

Please observe the following important instructions:

All branch pipes must have a main stopcock, which must be accessible at all times and appropriately protected against unauthorised tampering by means of a special lock.

Installation of water connections is dependent on the existence of a direct sewerage connection for the water used. Drainage of waste water into natural springs is normally prohibited and may require an official permit. In some cases mud traps and grease extractors must be properly fitted ahead of the junction of the drain with the sewer system.

All plumbing work must comply with current regulations, and will be examined at the time of the official inspection of the event. To ensure that the taps are installed at the position where they are required, a sketch of the water connections ordered must be submitted together with the order for the connections.

### **Compressed air**

Compressed air connections are only provided upon request. The organiser or the exhibitor must provide detailed specifications and information for the devices which require compressed air as well as the stand sketch with exact position of the required connection.

### **Dismantling and removal**

Removal of exhibits and breakdown of stands before the end of the event is prohibited. After removing exhibits and dismantling the stand, the exhibitor must leave the hired space in the same condition it was in when it was first placed at the exhibitor's disposal. Any damages or failure to leave the premises in a clean state will be rectified by Austria Center Vienna, and the related costs will be charged to the Contractual Partner. In the event that the stand is not vacated on time, Austria Center Vienna shall be entitled, at the Contractual Partner's expense:

- a. to have any materials, objects or packaging belonging to the exhibitor removed from the site and stored;
- b. to return the area to the condition it was in when placed at the exhibitor's disposal.

In such case Austria Center Vienna is entitled to charge the exhibitor for any storage or other costs. The exhibitor bears the risk for any materials, goods and packaging stored on the Contractual Partner's behalf.



Materials, goods and packaging material not collected by the exhibitor within three months of the end of the exhibition shall become the property of Austria Center Vienna unless the exhibitor has reached an agreement with Austria Center Vienna for the safekeeping and storage of such materials, goods or packaging. The exhibitor shall have no claim to compensation by the Austria Center Vienna on his own behalf or that of third parties if the Austria Center Vienna becomes the owner of the goods in the manner described above.

### **Cleaning and waste disposal**

Cleaning of the aisles will be arranged by the venue once a day. Exhibitors must order cleaning services for their stands separately.

Services include cleaning of the floor, tables and chairs and all horizontal surfaces up to a height of 1.70m (not including exhibits and locked cabinets). Prices are quoted per square meter of exhibition space and include a thorough clean once before the start of the event, as well as daily cleaning (not including exhibits). Daily cleaning on event days takes place before the event opens. Complaints about cleaning services can only be considered if made on the same day as the inadequacies are noticed. Additional costs resulting from improper waste disposal will be charged to the Contractual Partner. We would like to point out that it is not permitted to deposit waste of any kind on the exhibition premises. Any materials left behind will be disposed of, without ascertaining their value, at the exhibitor's expense.

Special waste disposal requirements such as medical waste etc. must be announced in advance by the organiser or exhibitor and comes at additional costs.

Austrian packaging regulations that entered into force in 1993 introduced a statutory obligation to separate refuse into individual, recyclable materials. Organisers, exhibitors and stand builders are therefore required to contribute towards the avoidance of waste, and the recycling and proper disposal of waste materials at all stages of an event. Exhibitors are requested to prepare unavoidable waste for disposal by separating it by type during the move-in and move-out periods and the event itself. Please find more information on licence agreements with ARA AG under <http://www.ara.at/e/clients/compliance-and-license-partnership.html>.

### **Damage and insurance**

No part of the premises may be damaged or disfigured in any way. Should any damage occur, the exhibitor will be invoiced for the costs of repairs. Exhibitors are kindly asked to acquire sufficient insurance, such as public liability insurance covering all injuries to persons and damages that might occur in connection with the exhibition. It is also recommended that exhibitors take out additional coverage against loss or damage to exhibition materials during transportation and during the exhibition itself. Austria Center Vienna shall not be liable for any loss or damage to exhibition materials.

### **Fire and safety regulations**

Any goods on exhibitors' stands will constitute part of their stand and will be subject to these regulations.

### **General materials**

Stand construction, installation of materials and structures supporting posters should be sufficiently stable to ensure public safety. Exhibit cases and displays should be sanded down/finished to ensure that they will not inflict cuts. Clear glass elements should display warning signs at eye level.

### **Stand walls**

Stand walls must be made of classified fire-retardant materials, i.e. as good as or better than wood.

Particle board, non-porous fibreboard and plywood are acceptable.

#### **Decorative materials**

Fire-retardant materials have to be approved in accordance with one or more of the following classifications:

SS 02 48 21, SIS 65 00 82, Euroclass A1, A2 or B-s1 d0.

Type approvals or certificates must be available at the stand, unless it is made clear in some other way that the material is approved. Cloth ceilings and other decor must be impregnated against fire. All approvals and certificates must be available in German or English, or an approved translation must be provided. Please also find below/attached the security regulations for decoration and materials.

#### **Equipment brought onto the premises**

If an exhibitor intends to exhibit, use, demonstrate or store flammable, explosive, burning or red-hot items, or items that emit radioactivity or ionising rays, or liquid gas or other pressurised gas bottles on the premises managed by the IAKW-AG (Austria Center Vienna), Austria Center Vienna must be given adequate advance notice. Exhibiting, using, demonstrating and storing such items is in all events subject to Austria Center Vienna's approval and, where necessary, dependent on official authorisation. Austria Center Vienna reserves the right to have items removed from the premises at any time at the exhibitor's expense. The exhibitor or freight forwarder must obtain information in good time as to the characteristics, load-bearing capacity and dimensions of the transportation routes, lifts, doors, etc., and ensure that the size and weight of exhibits is appropriate. If exhibits are particularly large or heavy, notice of this must be given in the application for approval, so that on-site inspection can take place for the purposes of approval pursuant to section XIII.1.2. of the General Terms and Conditions of Contract. Austria Center Vienna may require that protective matting or a weight distribution plate be placed on the transportation surfaces; the costs of such measures shall be borne by the exhibitor. Austria Center Vienna accepts no liability whatsoever for damage to persons or property caused by items of any kind (including machinery and equipment) brought onto the premises.

#### **Motor vehicles in the exhibition area**

If motor vehicles are to be brought into the exhibition space, all technical safety precautions must be complied with and evidence of compliance in the form of the necessary official and technical permissions must be submitted to Austria Center Vienna. All such events require prior authorisation by the Austria Center Vienna's fire safety representative or one of his/her deputies. For petrol or diesel driven motor vehicles older than three years, the requirements are as follows: the fuel tank is to be drained and flooded with nitrogen, and the battery is to be disconnected. For each motor vehicle, the relevant Austria Center Vienna form detailing the work done is to be completed and signed by the Contracting Partner. For petrol or diesel driven motor vehicles less than three years old, the requirements are as follows: the fuel tank may contain no more than 3 litres of fuel. The battery need not necessarily be disconnected. Flooding the fuel tank with nitrogen is only required under certain circumstances and only if the authorities or Austria Center Vienna require it.

#### **Smoking ban**

Smoking is prohibited in all public indoor areas, including private areas of exhibition space.



**Flammable products**

Notification of the handling and installation of flammable products should be given well before the event. This must be submitted in writing, quoting the name of the event and the stand number, to the exhibition organiser or directly to Austria Center Vienna. The storage and use of compressed gas and/or liquid gas in the exhibition halls or elsewhere on the premises is not allowed. Balloons filled with flammable gas are not permitted within halls (the only authorised gas is helium). Welding and spraying work within the confines of the exhibition premises is prohibited. Only fireproof adhesives may be used for glue work within the exhibition premises.

**Open fire / Pyrotechnics**

The use of open fires is prohibited, as are naked flames.

Explosive or pyrotechnic articles may not be used on or taken onto the premises of Austria Center Vienna, either indoors or outdoors, without written permission from the organiser and Austria Center Vienna.

**Hot work / Heating/cooking**

Hot work such as welding, soldering, cutting, and circular-motion grinding, drying, heating or work over a naked flame is not allowed within the Austria Center Vienna without special permission from Austria Center Vienna. Stoves, heaters and open fires may not be used for any purpose, including cooking, frying or baking. This also applies to demonstrations. Stoves and heaters can only be used in designated catering areas, which can be rented upon request.

**Emergency exits**

Escape routes and emergency exits (indoors and outdoors) should be kept free of any obstruction and kept in full view at all times. Fire safety signs, emergency alarm buttons, emergency exits and exit signs may not be covered by any products/company signs, decorations or stand roofs.

**Goods not allowed**

The following goods are not permitted on the premises of the Austria Center Vienna:

Goods causing nuisance by their smell or otherwise, or appliances emitting objectionable noises or radiating disturbing light; any hazardous objects that have not been mentioned in the stand construction design but have been introduced by the exhibitor.

Wireless communication devices (walkie-talkies, handheld microphones, etc.) may be used as long as they do not interfere with Austria Center Vienna's technical services or appliances. Exhibitors wishing to use these devices must include the brand name and frequencies to be used when submitting their stand design for approval.

**Combustion engines**

Any machine (generating sets, compressors, etc.) with an internal combustion engine, whatever the use, is forbidden inside the Austria Center Vienna, with the exception of exhibited motor vehicles, subject to the guidelines above.

**Storage of flammable goods**

Empty packaging, refuse, wood, paper, straw, cardboard and other flammable material must not be stored in the halls.

**Responsibility**

Exhibitors are wholly responsible for all displays and demonstrations they organise.

**Flammable products**

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Hot work such as welding, soldering, cutting, and circular-motion grinding, drying, heating or work over a naked flame is not allowed within the Austria Center Vienna without special permission from Austria Center Vienna. Stoves, heaters and open fires may not be used for any purpose, including cooking, frying or baking. This also applies to demonstrations. Stoves and heaters can only be used in designated catering areas, which can be rented upon request.

**Emergency exits**

Escape routes and emergency exits (indoors and outdoors) should be kept free of any obstruction and kept in full view at all times. Fire safety signs, emergency alarm buttons, emergency exits and exit signs may not be covered by any products/company signs, decorations or stand roofs.

**Goods not allowed**

The following goods are not permitted on the premises of the Austria Center Vienna:

Goods causing nuisance by their smell or otherwise, or appliances emitting objectionable noises or radiating disturbing light; any hazardous objects that have not been mentioned in the stand construction design but have been introduced by the exhibitor.

Wireless communication devices (walkie-talkies, handheld microphones, etc.) may be used as long as they do not interfere with Austria Center Vienna's technical services or appliances. Exhibitors wishing to use these devices must include the brand name and frequencies to be used when submitting their stand design for approval.

**Combustion engines**

Any machine (generating sets, compressors, etc.) with an internal combustion engine, whatever the use, is forbidden inside the Austria Center Vienna, with the exception of exhibited motor vehicles, subject to the guidelines above.

**Storage of flammable goods**

Empty packaging, refuse, wood, paper, straw, cardboard and other flammable material must not be stored in the halls.

**Responsibility**

Exhibitors are wholly responsible for all displays and demonstrations they organise.

## AUSTRIA CENTER VIENNA

### RIGGING POINTS – INFORMATION KIT FOR EXHIBITION HALLS X1, X2, X3 X4

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The Austria Center Vienna has four Exhibition Halls – X1, X2, X3 and X4.

Rigging/suspension points are available in all four exhibition halls.

There are three different types of ceiling constructions and therefore also different kinds of rigging points in the halls.

#### Hall X1 and front section of Hall X2:

Eyelets mounted to the ceiling

#### Main part of Hall X2 and complete ceiling in Hall X3:

Suspended grid of power and lighting rails.

#### Hall X4 (excluding the Entrance foyer):

Ceiling construction completely consisting of steel beams; therefore the hanging points are mostly prepared with steel flex.

Following some sample pictures for the ceilings as well as the rigging points provided by the venue:



**Hall X1 and front section of Hall X2 – Eyelets/Eyebolts (M12 and/or M16):**

- eye is fixed directly into the ceiling
- outside diameter: 4.50-4.80 cm
- inner diameter: ca. 2.50 cm



**Hall X2 and Hall X3 - metal pipes:**

- diameter: 4.80 cm
- distance from ceiling: 15 cm
- distance between the 2 vertical fixings: ca. 25 cm



**Hall X4 – sample with steel flex:**



**Weight restrictions**

**Max. allowed weight (WLL) per rigging point:**

Expo X1	max. 100 kg per eyelet
Expo X2	max. 100 kg per eyelet (front section only)
Expo X2, X3	max. 60kg per point and running meter
Expo X4	max. 100 kg per point

**Please be aware** that the max. height of the suspended object including the truss is equal to the max. exhibition stand building height in the Hall (upper rim incl. the truss etc.)



**Procedure and information – VERY IMPORTANT:**

Please send a complete (ideally also 3D-plan) showing all the heights and booth elements.

Please indicate and plan your rigging points **only** within the ceiling grid - the ACV does not approve any rigging points which are not in the ceiling grid.

The plan has to include all necessary information like weight per rigging point and total overall weight, etc.

The max. weight limitation per point/running meter always has to include weights for any other material like hoists, cables, etc.

The ACV does not provide any Pre-Riggs or other Trussing for your booth; therefore please make sure that you/your stand builder bring/s the relevant connections, assembling and suspension parts as well as safeties with steel inside or steel chains to affix your banner or structure – that will not be provided by the ACV.

The plan will be checked and the final number of feasible rigging points will be confirmed by the ACV.

Upon reconfirmation no further changes or additions of rigging points are possible and the number of points will be invoiced to you by the organizer or exhibition service management company.

As mentioned in the general exhibition information kit **all suspended objects need to be inspected and approved on-site by a structural engineer (at the organiser's expense) once mounting is completed**. The appropriate date and time will be agreed between the Austria Center Vienna and the structural engineer.

Please note the strict deadline of **XXX (TBD between organizer and venue)**. Any order after this date cannot be guaranteed!

Version: November 2017

# GESCHÄFTSBEDINGUNGEN DER SYMA-SYSTEM GmbH FÜR SYSTEMTECHNIK UND MESSESTANDBAU

## 1. ALLGEMEINE GESCHÄFTSBEDINGUNGEN SYSTEMTECHNIK UND MESSESTANDBAU

### 1.1. Geltungsbereich

Für den Geschäftsverkehr der SYMA-SYSTEM GmbH, Industriestrasse 3 2120 Wolkersdorf, FN 60874x, "SYMA" gelten ausschließlich die nachstehenden Geschäftsbedingungen. Abweichende Bestimmungen oder AGB gelten nur, wenn diese schriftlich vereinbart wurden. AGB des Kunden werden nicht anerkannt.

### 1.2. Aufträge und Angebote

Angebote sind freibleibend, sofern sie nicht ausdrücklich als verbindlich gekennzeichnet sind und behalten ihre Gültigkeit innerhalb von 30 Tagen nach Angebotsdatum. Kostenvorschläge sind entgeltlich.

### 1.3. Höhere Gewalt, unvorhergesehene Ereignisse

Ereignisse höherer Gewalt (Politische Wirren, Brand, Umweltkatastrophen, etc.) oder sonstige unvorhergesehene Ereignisse berechtigen SYMA die Lieferfrist (Abschnitt 2.5) um die Dauer des Ereignisses zu verlängern bzw vom Vertrag zurück zu treten. In jedem Fall ist SYMA aufgrund dieser Ereignisse berechtigt, Alternativlösungen zu liefern. Schadenersatzansprüche hieraus sind ausgeschlossen.

### 1.4. Beschaffenheit der Ware

Es wird keine Gewähr für Farbechtheit sowie spezifische Gewichte und Maße übernommen, sofern eine bestimmte Eigenschaft nicht ausdrücklich schriftlich vereinbart wurde. Abweichungen im handelsüblichen Rahmen sind zulässig. Schwankungen in der Materialzusammensetzung sowie in Porengröße und Farbabweichungen im branchenüblichen Rahmen bleiben vorbehalten.

### 1.5. Kennzeichnung / Urheberrechtsschutz

Entwürfe, Skizzen, Abbildungen, Zeichnungen, Designs und Know-how sind geistiges Eigentum von SYMA und gehören zu einem geschützten Konstruktionssystem. Derartige Konstruktionsunterlagen können jederzeit von SYMA zurückgefordert werden. SYMA ist vorbehaltlich des schriftlichen Widerrufs des Kunden, berechtigt, auf eigenen Werbeträgern, insbesondere auf ihrer Internet-Website, auf Konstruktionsunterlagen mit Namen und Firmenlogo auf die zum Kunden bestehende oder vormalige Geschäftsbeziehung hinzuweisen (Referenzhinweis).

### 1.6. Schadenersatz und Haftung

SYMA ist in allen in Betracht kommenden Fällen, mit Ausnahme von Personenschäden, nur bei Vorsatz oder grober Fahrlässigkeit zum Schadenersatz verpflichtet. Die Haftung verjährt in 6 Monaten ab Kenntnis von Schaden und Schädiger. Die Haftung ist mit dem Auftragswert begrenzt. SYMA haftet nicht für mittelbare Schäden oder entgangenen Gewinn.

### 1.7. Mitwirkungspflicht des Kunden

Der Kunde stellt SYMA unverzüglich alle Informationen und Unterlagen zur Verfügung, die für die Erbringung der vereinbarten Leistung erforderlich sind. Mehrkosten aufgrund nachträglich geänderter, unvollständiger oder unrichtiger Angaben sind vom Kunden zu tragen. Der Kunde hat die zur Verfügung gestellten Unterlagen auf gewerbliche Schutzrechte Dritter zu prüfen und hält SYMA in diesem Zusammenhang schad- und klaglos.

### 1.8. Rücktrittsrecht SYMA

SYMA behält sich das Recht vor, Leistungserbringungen von einer angemessenen Sicherheitsleistung oder Vorauszahlung abhängig zu machen, wenn der Kunde (i) mit der Zahlung von bereits fälligem Entgelt mehr als 14 Tage in Verzug ist oder (ii) begründete Zweifel an der Bonität des Kunden bestehen, insbesondere dann, wenn ein außergerichtlicher Sanierungsversuch unternommen wurde oder ein Insolvenz- bzw Exekutionsverfahren bevorsteht, beantragt, eröffnet oder mangels Masse abgewiesen wurde.

### 1.9. Anwendbares Recht / Erfüllungsort und Gerichtsstand

Es gilt österreichisches Recht unter Ausschluss der Verweisungsnormen und des UN-Kaufrechts. Erfüllungsort ist der Sitz von SYMA in Wolkersdorf. Es wird die ausschließliche Zuständigkeit der sachlich in Betracht kommenden Gerichte am Sitz von SYMA vereinbart.

## 2. SYSTEMTECHNIK – VERKAUF

### 2.1. Preise

Alle Preisangaben sind netto in Euro "ab Werk" (INCOTERMS 2010), die gesetzliche Umsatzsteuer wird zusätzlich verrechnet. Im Angebot nicht ausgewiesene Kosten für Verpackung, Versand und Zoll sind nicht inkludiert, zusätzlich anfallende Montage- oder Regieleistungen werden nach Aufwand und gesondert verrechnet. Spesen, Diäten und Mehrkosten für verlangte Mehrarbeit, Überstunden oder Nacharbeit sind vom Kunden zu tragen.

### 2.2. Zahlungsbedingungen

Bei Auftragserteilung ist eine Akonto-Zahlung von 50% des Auftragswertes innerhalb von 10 Tagen zu leisten. Der restliche Betrag ist bei Erstaufträgen spätestens bei Warenübernahme, sonst innerhalb von 14 Tagen ab Rechnungslegung mit 2% Skonto, innerhalb von 30 Tagen netto zu leisten. Bei einem Auftragswert unter EUR 300,00 ist die Zahlung bei Warenübernahme fällig. Bankspesen (Überweisung, Scheck, etc.) gehen zu Lasten des Kunden.

### 2.3. Kleinmengen

Für Aufträge bis zu einem Auftragswert von EUR 75,00 wird eine Bearbeitungsgebühr in Höhe von EUR 14,00 verrechnet.

### 2.4. Eigentumsvorbehalt und Mahnwesen

Die Ware bleibt bis zur vollständigen Bezahlung Eigentum von SYMA. Bei verspäteter oder gestundeter Zahlung (reine Stundung) sind Zinsen in Höhe von 9,2% über dem Basiszinssatz p.a. ab dem auf die Fälligkeit folgenden Tag zu entrichten. Darüber hinausgehende Betriebskosten, Inkassogebühren udgl sind vom Kunden zu tragen.

### 2.5. Lieferfrist, Liefertermin

Die vereinbarte Lieferfrist beginnt mit dem Eingang der in Punkt 2.2 bzw. 3.2. vereinbarten Akonto-Zahlung; bei einem Auftragswert unter EUR 300,00 mit dem Datum der Auftragsbestätigung. Sofern nicht ausdrücklich zugesagt, sind Liefertermine unverbindlich und als voraussichtlicher Zeitpunkt der Lieferung zu verstehen. In diesen Fällen ist ein Rücktritt vom Vertrag wegen Lieferverzugs nur unter Setzung einer zumindest zweiwöchigen Nachfrist mittels eingeschriebenen Briefs geltend zu machen. Die Einhaltung der Lieferfrist setzt die gegebenenfalls erforderliche Mitwirkung des Kunden voraus. Der Kunde hat dafür Sorge zu tragen, dass erforderliche Angaben oder Leistungen, auch von Dritten, rechtzeitig erbracht werden.

### 2.6. Verpackung, Versand und Gefahrenübergang

SYMA versendet nur auf Rechnung und Gefahr des Kunden. Schäden im Zusammenhang mit dem Transport sind vom Kunden bei Erhalt der Lieferung unverzüglich an den Transporteur zu richten und durch Tatbestandsaufnahme vom Transporteur zu bestätigen.

### 2.7. Mängel, Gewährleistung und Schadenersatz

Mängelerügen sind unverzüglich, spätestens innerhalb von 3 Tagen nach Erhalt der Ware schriftlich vorzunehmen. Mängel, die auch bei sorgfältiger Prüfung innerhalb dieser Frist nicht erkennbar sind, sind sofort bei Erkennen, spätestens jedoch 1 Monat nach Erhalt der Ware, schriftlich zu rügen. SYMA ist berechtigt die Gewährleistungsbehelfe selbst zu bestimmen. § 924 ABGB findet keine Anwendung. Für Schadenersatzansprüche gilt Abschnitt 1.6.

### 2.8. Rücktritt des Kunden, Änderungen von Bestellungen

Tritt der Kunde ohne Grund vom Vertrag zurück, werden 50% des Auftragswertes als Rücktrittskosten berechnet. Bei einem Rücktritt ab 4 Wochen vor dem vereinbarten Liefertermin werden 75% ab 3 Wochen vor dem vereinbarten Liefertermin sowie bei kundenspezifischen Maßanfertigungen 100% des Auftragswertes in Rechnung gestellt. Bei nachträglichen Änderungen der Bestellung erfolgt eine Nachverrechnung des Mehraufwandes.

### 2.9. Warenrücknahme

Waren können nur in Kulanzfällen mit schriftlicher Zustimmung und unter Vorbehalt einer von SYMA zu bestimmenden Wertminderung zurückgegeben werden. Gutschriften erfolgen erst nach geprüftem Wareneingang. Rückgaben können nicht vor Gutschriftvorlage mit unseren Rechnungen aufgerechnet werden. Kundenspezifische Maßanfertigungen, gebrauchte, oder durch Kunden bearbeitete Waren werden nicht zurückgenommen. Rücksendungen erfolgen auf Kosten und Gefahr des Kunden und sind zu versichern.

## 3. MESSESTANDBAU – MIETE

### 3.1. Preise

Alle Preisangaben sind netto in Euro "ab Werk" (INCOTERMS 2010), die gesetzliche Umsatzsteuer und Gebühren gemäß § 33 TP 5 Gebührengesetz werden zusätzlich verrechnet. Im Angebot nicht ausgewiesene Kosten für Verpackung, Versand, Zoll, Standflächenmiete, E-Verteiler, Anschlussgebühren und Stromverbrauch sind nicht inkludiert, zusätzlich anfallende Montage- oder Regieleistungen werden nach Aufwand und gesondert verrechnet. Die Mietpreise gelten für die einmalige Verwendung bei normaler üblicher Messedauer, jedoch maximal für 10 Tage. Kosten für nachträgliche Projektänderungen werden nach Aufwand verrechnet. Für Aufträge, die ab 15 Tage vor Veranstaltungsbeginn erteilt werden, wird ein Last-Minute-Zuschlag von 30% verrechnet.

### 3.2. Zahlungsbedingungen

Bei Auftragserteilung ist eine Akonto-Zahlung von 50% des Auftragswertes innerhalb von 10 Tagen zu leisten. Der restliche Betrag ist bei Erstaufträgen spätestens bei Warenübernahme, sonst innerhalb von 10 Tagen ab Rechnungslegung zu leisten. Bei einem Auftragswert unter EUR 300,00 ist die Zahlung bei Warenübernahme fällig. Bankspesen (Überweisung, Scheck, etc.) gehen zu Lasten des Kunden. Bei verspäteter oder gestundeter Zahlung (reine Stundung) sind Zinsen in Höhe von 9,2% über dem Basiszinssatz p.a. ab dem auf die Fälligkeit folgenden Tag zu entrichten. Darüber hinausgehende Betriebskosten, Inkassogebühren udgl sind vom Kunden zu tragen.

### 3.3. Kleinmengen

Für Aufträge bis zu einem Auftragswert von EUR 75,00 wird eine Bearbeitungsgebühr in Höhe von EUR 14,00 verrechnet.

### 3.4. Gebrauch und Rechte Dritter

Jede Bearbeitung und Veränderung der Mietobjekte ist untersagt. Ein vom Vertrag abweichender Gebrauch ist unzulässig. Der Kunde ist berechtigt, das Mietobjekt nur mit Sorgfalt und für eigene Zwecke zu verwenden. Die Untervermietung an Dritte ist nicht gestattet. Die Mietobjekte sind von Rechten Dritter freizuhalten. Der Kunde trägt alle Kosten, die zur Aufhebung von Eingriffen Dritter erforderlich sind.

### 3.5. Mängel und Gewährleistung

Mängel sind unverzüglich bzw sofort bei Erkennen schriftlich anzuzeigen, SYMA ist berechtigt die Gewährleistungsbehelfe selbst zu bestimmen. § 924 ABGB findet keine Anwendung.

### 3.6. Schadenersatz und Haftung

Wir verwenden regelmäßig gewartetes, wiederverwendbares Material in gebrauchsfähigem, dem Verwendungszweck entsprechenden Zustand. Ist bei vereinbarter Lieferung am Messestand weder der Kunde noch ein Vertreter des Kunden anwesend, so gilt das Mietobjekt mit Abstellen bzw Aufstellen auf dem Messestandplatz als ordnungsgemäß übergeben. Ab diesem Zeitpunkt haftet der Kunde für jeden Schaden und Verlust, wie Diebstahl, Beschädigung oder Untergang. Der Kunde haftet SYMA für alle erforderlichen Reparaturen, die nicht auf gewöhnliche Abnutzung des Mietobjektes zurückzuführen sind. Im Übrigen gilt Abschnitt 1.6 *mutatis mutandis*.

### 3.7. Rücktritt des Kunden

Erklärt der Kunde mehr als 14 Tage vor Mietbeginn ohne Grund einen Rücktritt vom Vertrag so ist er verpflichtet 50%, ab 14 Tage vor Mietbeginn 75% und ab 6 Tage vor dem Mietbeginn 100%, des Mietpreises zu entrichten.

### 3.8. Rückgabe der Mietobjekte

Das Mietverhältnis endet mit Messeende. Der Kunde ist verpflichtet unverzüglich nach dem Messeende die Mietobjekte vereinbarungsgemäß an SYMA zurückzustellen. Ab dem Messeende ist SYMA berechtigt Mietobjekte vom Messestandplatz abzuholen. SYMA haftet nicht für Gegenstände des Kunden oder eines Dritten, die sich bei Abholung auf dem Messestandplatz befinden.

Bei verspäteter Rückgabe hat der Kunde pro angefangenen Verspätungstag einen Mietpreis in Höhe von 150% des Mietpreises zu entrichten. Diese Bestimmung unterliegt nicht dem richterlichen Maßgebungsrecht. Ein darüber hinausgehender Schaden kann zusätzlich geltend gemacht werden

# TERMS AND CONDITIONS OF SYMA-SYSTEM GmbH FOR SYSTEM TECHNOLOGY AND FAIR CONSTRUCTIONS

## 1. GENERAL TERMS OF BUSINESS FOR SYSTEM TECHNOLOGY AND THE CONSTRUCTION OF EXHIBITION STANDS

### 1.1. Scope

On all business relations of SYMA-SYSTEM GmbH, Industriestrasse 3 2120 Wolkersdorf, FN 60874x, "SYMA", only the following terms apply. Any deviating provisions or general terms of business only apply if they have been agreed upon in writing. Customers' general terms of business are not accepted.

### 1.2. Orders and offers

All offers are non-binding unless they are expressly marked as binding and will remain valid for a period of 30 days as of the offer's date. Costs estimates are chargeable.

### 1.3. Force majeure, unforeseen events

Events of force majeure (political turmoil, fire, environmental disasters, etc.) or other unforeseen events entitle SYMA to extend the term of delivery (section 2.5) by the duration of the event or to withdraw from the contract. In any case, SYMA is entitled to provide alternative solutions due to such events. Claims for damages are excluded.

### 1.4. Condition of goods

No warranty is assumed for colourfastness as well as specific weights and measurements unless a specific feature is expressly agreed in writing. Customary deviations are permitted. Fluctuations in the material composition as well as in pore size and colour deviations are reserved as customary in this Industry sector.

### 1.5. Labelling/ Copyright Protection

Drafts, layouts, illustrations, drawings, designs and know-how are intellectual property of SYMA and belong to a protected construction-system. SYMA may ask for return of such construction documents at any given time. Subject to the written revocation of the customer, SYMA is entitled to refer to an existing or former business relationship (reference) with a customer on SYMA's construction documents, on their own advertising media, in particular on their internet website with names and company logos.

### 1.6. Compensation and liability

SYMA is in all considered cases, with the exception of personal injuries, solely obligated to compensate in cases of intent or gross negligence. The liability is time-barred within 6 months from the date of knowledge of the damage and injuring party. The liability is limited to the order value. SYMA is not liable for collateral damages or loss of profit.

### 1.7. Customers' duty of cooperation

The customer is obliged to provide SYMA with all information and documents required to render the agreed performance. Additional costs due to subsequent amendments, incomplete or incorrect information have to be borne by the customer. The customer shall ensure that the documents provided to SYMA are free of any third party rights and shall indemnify and hold SYMA harmless in this regard.

### 1.8. Right of withdrawal SYMA

SYMA reserves the right to demand reasonable security or advanced payments, if the customer is (i) in default with payments already due for more than 14 days or (ii) there are reasonable doubts as to the creditworthiness of the customer, in particular when there has been an out-of-court restructuring or when insolvency or collection proceedings are imminent, applied for, opened or rejected due to lack of assets.

### 1.9. Applicable Law / Place of performance and jurisdiction

Any agreement shall be governed by the laws of Austria, without reference to or application of any conflict of law rules and excluding the UN sales law (*UN-Kaufrecht*). The place of performance/delivery is the corporate seat of SYMA in Wolkersdorf. The competent court for civil matters at SYMA's corporate seat shall have exclusive jurisdiction to settle any disputes.

## 2. SYSTEMTECHNOLOGY- SALES

### 2.1. Prices

All prices are net in Euro "ex works" (INCOTERMS 2010), VAT is charged additionally. Costs for packaging, shipping and customs are not included in the offer; additional costs for installation will be invoiced separately at cost. Fees, allowances and additional costs for overtime or night work are to be borne by the customer.

### 2.2. Terms of payment

A payment on account in the amount of 50% of the order value must be made within 10 days from order placement. At initial orders, the remaining amount has to be paid no later than by goods acceptance, and is otherwise due within 14 days from the date of invoicing with a 2% cash discount or within 30 days net. For orders with an order value of less than EUR 300,00 the full amount shall be paid at delivery. Bank expenses (transfer, cheque, etc.) shall be borne by the customer.

### 2.3. Small quantities

A processing fee of EUR 14.00 will be charged for orders up to an order value of EUR 75.00.

### 2.4. Retention of title and dunnig

SYMA retains title of ownership to goods until the entire purchase price is paid. In case of delayed or deferred payment (pure deferral) interests of 9.2% above the base rate p.a. from the date following the due date are due. Any operating expenses are to be borne by the customer.

### 2.5. Delivery period, delivery date

The agreed delivery period runs from the receipt of the payment on account (sections 2.2 and 3.2); for an order value below EUR 300.00 the agreed delivery period begins with the date of the order confirmation. Unless explicitly stated, delivery dates shall be non-binding and understood as the expected date of delivery. In such cases, the withdrawal from the contract due to delay in delivery shall only be possible after announcement of at least a two-week grace period by means of a registered mail. The observance of the delivery period assumes required cooperation of the customer. The customer has to ensure that necessary information or services, also from third parties, are provided in time.

### 2.6. Packaging, shipping and transfer of risk

SYMA only ships goods at the cost and risk of the customer. Damages in connection with the transport must be directed to the carrier immediately upon receipt of the delivery by the customer. Damages shall then be con-

firmed by the carrier through the establishment of the facts.

### 2.7. Defects, warranty and compensation

Notifications of defects shall be reported immediately but in any case within 3 days from the delivery of goods. SYMA must be informed immediately in writing of any defects discovered that were unable to be detected even by careful inspection within this period, but no later than one month after delivery of goods. SYMA is entitled to determine the warranty remedies by itself. § 924 Austrian General Civil Act ("*Allgemeines Bürgerliches Gesetzbuch*") does not apply. For compensation claims section 1.6 applies.

### 2.8. Withdrawal by the customer, changes to orders

If the customer withdraws from the contract without reason, 50% of the order value is charged as cancellation fee. In case of a withdrawal within 4 weeks from the agreed delivery date 75% of the order value is charged. If the customer withdraws within 3 weeks from the agreed delivery date or if customized products were ordered, 100% of the order value is charged. In case of subsequent modifications to the order by the customer, additional costs will be charged.

### 2.9. Redemption of goods

Goods may only be returned in goodwill with prior written consent and subject to a value reduction which will be determined by SYMA. Credit notes are only issued after the verified goods' receipt. Returns cannot be set off against receipts prior to the submission of the credit notes. Customized products, used or edited goods cannot be returned. Returns shall be carried out at the customer's expense and risk and have to be insured.

## 3. EXHIBITION STANDS—RENTAL

### 3.1. Prices

All prices are net in Euro "ex works" (INCOTERMS 2010), VAT and fees according to § 33 TP 5 Austrian Fees and Duties Act ("*Gebührengesetz*") are charged additionally. Costs for packaging, shipping, customs, exhibition stand, e-distributor, connection fees and power consumption are not included in the offer. Additional costs for installation will be invoiced separately at cost. The rental prices apply for a one-time use at normal, customary duration of a fair, however for 10 days at most. Costs for subsequent project changes are charged at cost. For orders placed only 15 days prior to the start of the event, a "last-minute" surcharge of 30% will be charged.

### 3.2. Terms of payment

A payment on account in the amount of 50% of the order value must be made within 10 days from order placement. At initial orders, the remaining amount has to be paid not later than by goods acceptance, and is otherwise due within 10 days from the date of invoicing. For orders with an order value of less than EUR 300.00 the full amount shall be paid at delivery. Bank expenses (transfer, cheque, etc.) shall be borne by the customer. In the case of delayed or deferred payment (pure deferral), interest of 9.2% above the base rate p.a. from the date following the due date is due. Any operating expenses are to be borne by the customer.

### 3.3. Small quantities

A processing fee of EUR 14.00 will be charged for orders up to an order value of EUR 75.00.

### 3.4. Use and third-party rights

Any processing and modification of rented goods is prohibited. Any use deviating from the contract is prohibited. The customer is entitled to use the rented goods solely with care and for its own purposes. A sublease to third parties is not permitted. The rented goods are to be kept free of third-party rights. The customer bears all costs incurred for the cancellation of actions by third-parties.

### 3.5. Defects and warranty

Defects must be notified immediately or immediately upon detection in writing. SYMA is entitled to determine the warranty remedies by itself. § 924 Austrian General Civil Act ("*Allgemeines Bürgerliches Gesetzbuch*") does not apply.

### 3.6. Compensation and liability

We use periodically maintained, reusable material for the intended use, in a usable and suitable condition. If neither the customer nor a representative of the customer is present in case of an agreed delivery at the exhibition stand, the rented goods shall be deemed to be handed over correctly as a result of placing or setting it up at the exhibition stand. From this point onwards the customer is liable for any harm or deficit, such as theft, damage or loss. The customer can be held liable by SYMA for all necessary repairs, which are not attributable to ordinary wear of the rented goods. Section 1.6 applies *mutatis mutandis*.

### 3.7. Withdrawal by the customer

If the customer withdraws from the contract without reason more than 14 days prior to the beginning of the rental period, the customer is obligated to pay a cancellation fee in the amount of 50% of the order value. In case of a withdrawal within 14 days prior to the beginning of the rental period, a cancellation fee in the amount of 75% of the order value is charged and payable. If the customer withdraws from the contract within 6 days prior to the beginning of the rental period, 100% of the order value is charged and payable.

### 3.8. Return of rented goods

The rental ends with the end of the fair. The customer is obligated to return the rented goods to SYMA as agreed immediately after the end of the fair. SYMA is authorised to collect leased objects from the exhibition stand after the end of the fair. SYMA is not liable for objects belonging to the customer or to third parties, which happen to be present at the exhibition stand at the time of collection. In case of delayed returns, the customer has to pay a rental fee in the amount of 150% of the rental price for each day begun. This provision is not subject to the judicial deduction. Any further damage can be claimed additionally.