Industry Symposia Manual

Industry Symposia Manual

Dear Supporter,

Thank you for partnering at the **15th Biennial ISAKOS Congress**, which will take place from **June 8-11**, 2025, in Munich, Germany.

The Industry Manual contains important information, deadlines, and next steps for your preparation to ensure a successful event. Please read the manual thoroughly, and share it with everyone involved in this project.

We look forward to seeing you in Munich in June 2025.

For further support please contact us at:

Oana Giurgiu

Industry coordinator

E: ogiurgiu@kenes.com | M: +34 659 064 921

Exhibitors and Supporters Portal

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

- Submit Company Logo and Profile
- Order badges
- Order Lead retrieval App (Badge scanners application)
- Submit other deliverables as per contract

To access the Portal, please click here.

Important Notes:

- The login details have been sent to the person signing the contract. This person is responsible for passing on the login details to a third party if needed.
- Access to all Portal services will be available only after submission of your company profile and

logo.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

Contact information

Congress Organizer: Kenes Group & ISAKOS

ISAKOS Director of Development: Beverlee Galstan
E-mail: bgalstan@isakos.com

Industry Coordinator: Oana Giurgiu
Tel: +34 659 064 921| E-mail: ogiurgiu@kenes.com

Industry Liaison & Sales Associate: Victoria Eskenazi
Tel: +41 22 908 0488 | E-mail: veskenazi@kenes.com

Audio Visual Coordinator: Mike Perchig
E-mail: nest@nest-av.com

Registrations: Niya Dimchevska
E-mail: reg_isakos25@kenes.com

Hotel Sales Manager: Anna Ivanova
E-mail: aivanova@kenes.com

Programme Logistics Coordinator: Hilary Merliner
E-mail: hilary@isakos.com

Contractors:

Internet/ WiFi (exclusive to ICM-International Congress center Messe München):
E-mail: ogiurgiu@kenes.com

Freight Handling & Onsite Logistic Agent: Merkur Expo Logistics GmbH
Ms. Patricia Zintel| E-mail: patricia.zintel@merkur-expo.com
Tel: + 49 (0) 170 2229525
Merkur is the **exclusive** handler inside the venue.

Cleaning Services
ICM- International Congress center Messe München
E-mail: icm-aussteller@messe-muenchen.de
Website: www.messe-muenchen.de / www.icm-muenchen.de
Web shop: Link will be available 3 months prior the event (beginning of March)

Graphics & Signage: Atelier Gebhard
Tel: +49 89 949 24 975
E-mail: info@atelier-gebhard.de

Furniture rental: MEPLAN
Lena Kathke
Tel: +49 89 540 267 822
E-mail: lena.kathke@meplan.de

Website: www.meplan.com

Catering: Käfer Service GmbH
Tel: +49 89 94924 200
E-mail: messe.catering@feinkost-kaefer
Website: www.feinkost-kaefer.de
(catering exclusive to ICM-International Congress center Messe München)

Hostesses & Temporary Staff Hire: Colorbirds GmbH
Tel: +49 89 998209580
E-mail: info@colorbirds.de
Website: www.colorbirds.de

Exhibition – Key Dates & Deadlines

Action Item	**Deadline**	**Contact**
Hotel reservation for staff	As soon as possible	https://hotels.kenes.com/congress/ISAKOS25 or email **Anna Ivanova** at: aivanova@kenes.com
Payment of Invoice Balance	Must be received in full **one week prior to the Congress**	Pazit Hochmitz phochmitz@kenes.com
Lunch Time Session Final Programme (for approval by Scientific Committee)	As soon as possible and no later than: **Tuesday, April 8, 2025**	**Please submit the Lunch Session details HERE! or via email to: ogiurgiu@kenes.com**
Advert inside the Mini Program		
Advert in the Mobile App	**Tuesday, April 8, 2025**	
Promotional E-mail Blast		Via **Kenes Group** Exhibitor's Portal: https://exhibitorportal.kenes.com For any assistance needed, please contact the Industry coordinator at: ogiurgiu@kenes.com
Bag inserts		
Text for Push Notifications	**Tuesday, April 22, 2025**	
Lead Retrieval App /Wireless Barcode Reader App	**Monday, May 5, 2025**	
Catering Service	**Thursday, May 1, 2025**	Käfer Service GmbH Tel: +49 89 94924 200 Email: messe.catering@feinkost-kaefer.de Website: www.feinkost-kaefer.de
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms	**Friday, May 16, 2025** *After this date, late fee might apply*	Mike Perchig nest@nest-av.com

Telecommunications (Internet/Wi-Fi)*	**May 2025**, final date TBC	**Kenes Group** Oana Giurgiu Industry Coordinator Email: ogiurgiu@kenes.com
Placing orders for **Voting / 'Ask the Speaker'/ Evaluation and other Technology Products and Services (Exclusive to Kenes Group)**	**Tuesday, April 8, 2025**	Olaya Espejo oespejo@kenes.com
Graphics and Signage	**Tuesday, April 22, 2025**	**Atelier Gebhard** Tel: +49 89 949 24 975 Email: info@atelier-gebhard.de
Cleaning	Orders via the ICM web shop **May 2025**, final date TBC	**Venue services: Cleaning** ICM- International Congress center Messe München E-mail: icm-aussteller@messe-muenchen.de Website: www.messe-muenchen.de / www.icm-muenchen.de Web shop: **Link will be available 3 months** prior the event (Beginning of March)
Hostess / Staff	Orders via the ICM web shop **May 2025**, final date TBC	**colorbirds GmbH** Tel: +49 89 998209580 E-mail: info@colorbirds.de www.colorbirds.de Orders via ICM Web shop: Link will be available 3 months prior the event (Beginning of March, 2025). *To place online orders you will be required to enter your unique **Username and Password**.*
Flower Decoration	TBA	TBA
Airfreight Shipments – Arrival to recommended airport	TBA	**Merkur Expo Logistics GmbH** Ms. Patricia Zintel| E-mail: patricia.zintel@merkur-expo.com Mobile: + 49 (0) 170 2229525 *Merkur* is the **exclusive** handler inside the venue. **Click here to see the Shipping Instructions** **Click here to see all the Labels for Shipping (use the one you need)**
Shipment via Advance Warehouse	May 26, 2025 Deadline for pre-advice of your shipment	
Exhibition Goods – Direct Deliveries to Congress Venue	May 26, 2025 Deadline for application of time slot	

Industry Lunch Symposia Timetable

The Industry Sponsored Lunch Time Sessions schedule will be available 3 months prior to the event, aproximately.

*Timetable and halls are subject to change. The most updated timetable will be published on the Congress website.

The **Industry Lunch Time lectures and workshops** will be offered to all Congress attendees at no charge during each lunch break. As a sponsor, you will be provided a meeting room to present

hands-on workshops, video demonstrations, and/or lectures of your choice.

Lunchtime workshops have increased in popularity allowing for maximum exposure and personal interaction with meeting attendees.

Important notes:

- Industry Symposia are not included in main Congress CME credit.
- In order to support you in the best possible way, please share your plans and requirements with us. This information is invaluable for the success of your symposium. Please coordinate directly with the Industry Coordinator at ogiurgiu@kenes.com
- We recommend arriving early to set up the hall prior to the start of your Symposium. A member of the Kenes Operational team will be available should you need any assistance. There is a 30 minute break between Educational Symposia and the start of Lunch Time Sessions. As a sponsor, you may use this time to set your room and to check in attendees.
- Handouts can be distributed at the entrance to the Symposium Hall at the start of the Lunch Time Sessions; however, it is NOT permitted to place material on the chairs inside the hall.
- Printed tent cards placed on the head table are allowed and should be produced and provided by supporter.
- We ask presenters to follow the time schedule precisely in order that the day's events may run smoothly.

Affiliate Event of Function

Groups who wish to hold an event or function in conjunction with 15th Biennial ISAKOS Congress must secure approval from ISAKOS. Completed Affiliate Event or Function Request Forms must be submitted to ISAKOS to ensure event dates/times do not conflict with ISAKOS programming. Please review the Affiliate and Exhibitor Meeting Space Regulations for further details.

Please complete this **Activity form** and let us know about your activity by emailing the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com by **March 31, 2025**

Catering / F&B

- Food and drinks are allowed to be taken into the symposium halls.
- Supporters who wish to order food and beverages for their meeting/hospitality room are welcome to do so directly with **Käfer Service GmbH**: Tel: +49 89 94924 200
  Email: messe.catering@feinkost-kaefer.de / Website: www.feinkost-kaefer.de
- Catering is exclusive to **Käfer Service GmbH**, and should be ordered in advance.
- For **Lunchtime sessions**, ISAKOS will order **boxed lunches** based on the total number specified in **this form**. Boxed lunches **are 35€/each**. Price is inclusive of gratuity, taxes and service charges. Sponsors will have the ability to increase/decrease order based on final registration numbers.
- Please note that additional charge might be applied for cleaning the hall immediately following the session.
- Please note that a 30-minute break has been built into the program, between Lunch Time Sessions and the start of educational sessions. This break is mandatory per ACCME Guidelines and will be used to clean the halls.
- If you are planning to offer catering together with the symposium, it is recommended to indicate this in all publications (as long as it is in line with the supporter's internal compliance policy.)

Technical Rehearsal

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please plan directly with the conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability and rehearsal requirements and overtime of the technicians.

Symposia Session Halls

Symposia Halls – Technical Details

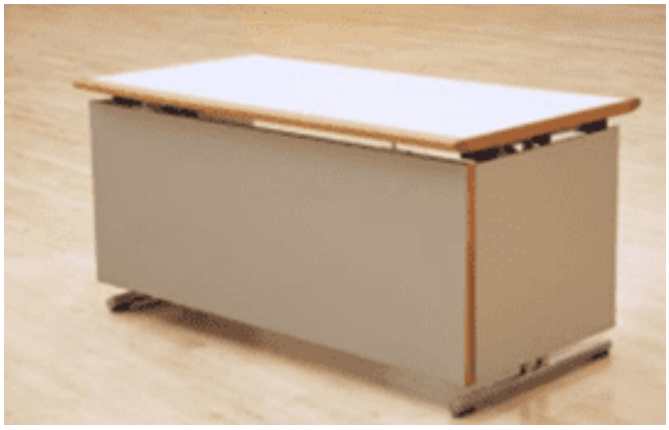
Hall Name*	Hall Capacity	Hall Layout	Stage Layout	Location
Room 14a	450 sqm	464 Theatre	head table for 8 & lectern	Level 1
Room 14b	1565 sqm	523 Theatre	head table for 8 & lectern	Level 1
Room 14c	450 sqm	464 Theatre	head table for 8 & lectern	Level 1
Room 13a	385 sqm	437 Theatre	head table for 7 & lectern	Level 1
Room 12	130 sqm	125 Banquet	head table for 6 & lectern	Level 1
Room 11	130 sqm	125 Theatre	head table for 6 & lectern	Level 1

The Product Theater sessions will take place in the Exhibition Hall

Lectern Banner Dimensions:
· 66 cm W x 93,3 cm H
· Self-branding of the lectern is not permitted
· Signage exclusivity for Atelier Gebhard (for orders, please contact ogiurgiu@kenes.com)

Head Table dimensions in all the halls:
· 3 or 4 tables of: 146 cm W x 75 cm H (depending of the hall)

Dimensions for Head Table branding:
· 145 cm W x 73 cm H each table
· Self-branding of the head table is not permitted
· Signage exclusivity for Atelier Gebhard (for orders, please contact ogiurgiu@kenes.com)



The general stage setting in all the halls includes one speaker lectern and a head table accommodating the number of speakers needed for each session (as mentioned in the table

above).

For alternative stage setting and/or different set-up, please contact the Industry Coordinator, Oana Giurgiu at ogiurgiu@kenes.com. All requests must be communicated in advance, and they are subject to approval from ISAKOS (may require additional incurred fees).

If you are interested to have your own company branding for the head table and lectern, note that this **should be arranged in advance**, through the Industry Coordinator, Oana Giurgiu, at ogiurgiu@kenes.com

Audio-Visual (AV) Equipment

AV Equipment Package included in the Industry Lunch Symposia halls:

Hall 14B, ISAKOS 2025 Congress

- Front projection screen, image of H4.5 X W8 meters approx (16.9 ratio)
- 15000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42" Confidence monitor in front of the head table, showing the same image as projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems.

Hall 14A and Hall 14C, ISAKOS 2025 Congress – in each

- Front projection screen, image of H4 X W7 meters approx (16.9 ratio)
- 12000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42" Confidence monitor in front of the head table, showing the same image as projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.

- 2 x AV technicians to operate the above-mentioned systems.

Hall 13A, ISAKOS 2025 Congress

- Front projection screen, image of H3.4 X W6 meters approx (16.9 ratio)
- 9000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42” Confidence monitor in front of the head table, showing the same image as projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers’ Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- AV technician to operate the above-mentioned systems.

Hall 11 and Hall 12, ISAKOS 2025 Congress – in each

- Front projection screen, image of H2.5 X W4.5 meters approx (16.9 ratio)
- 6000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42” Confidence monitor in front of the head table, showing the same image as projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers’ Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- AV technician to operate the above-mentioned systems.

The AV Equipment included in the Product Theater (exhibition area) is:

- 3 meters wide LED screen on a riser (Projection ratio of 16:9) / laptop at the lectern / wireless PPT clicker
- Audio mixer at the AV Control desk / Loudspeakers to cover the seating area / wired microphone and Audio PC connection at the lectern / wireless hand-held microphone on a stand for questions
- Dedicated AV technician to support

Please contact the Audio-Visual Coordinator, Mike Perchig at: nest@nest-av.com, for any query.

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

Please note that the meeting computers at the lectern are supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.
If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

Important Note for Macintosh Users
To use MAC presentations on the PC compatible Meeting computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

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

Technical Rehearsal
As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the presentations during the rehearsal. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians. Please plan directly with the Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

Location and Layout

Venue: ICM International Congress Center Messe München
Am Messese 6
81829 München/Germany
E-mail: icm-aussteller@messe-muenchen.de
Website: www.messe-muenchen.de / www.icm-muenchen.de

For **ICM Virtual Tour** please **click here**

The Industry Lunch Time Symposia will take place in hall: TBA

Lunch Time Session Agenda Submission

Please submit the **final Lunch Time Session Agenda** by **clicking here** to fulfill all the information asked in the form, **no later than Tuesday, April 8, 2025.**

We kindly ask you to send the **Speaker biography and photo**, with the following specs, to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

 Speaker Bio – up to 200 words.
 Speaker Photo – 180×240 px, JPG Format

In case of changes to your symposium title or program, please inform the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

If you wish to have special features at your session (Voting / 'Ask the Speaker'/ Evaluation etc), please contact our Product Marketing Team at jmeymar@kenes.com

Promotional Items

Symposium Promotion
Due to accreditation criteria for this conference, the following rules must apply:

Guidelines to follow when creating your promotional items and content:

- **ISAKOS 2025** logo should **NOT** be used in any promotional materials created by the supporter.
- Materials created by companies should **NOT** utilize the main event marketing look and feel, nor the banner.
- When promoting your symposium, please always indicate on any of your promotional materials: ***This session is not included in the main event CME/CPD credit***
- When promoting your symposium, you are allowed to use the phrase: *Official symposium of the 15th Biennial ISAKOS Congress 2025*.
- When creating adverts for **mobile app, program book and mailshots** it is allowed to promote product, symposia, or company promotion. Only when promoting symposia please always indicate the following text inside: ***This session is not included in main event CME/CPD credit***

Advertisement in the Mobile App
Supporters who are entitled to a mobile app advertisement, are kindly requested to submit the file via email to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com, no later than **Tuesday, April 8, 2025**

- **For Event Banner advertisement:** appears when clicking into the specific event in the 'Events' section of the Mobile App.

File format: PNG or JPG
Size for Smartphone: 370 px x 100 px
Size for Tablet: 800 px x 100 px

- **For Generic (Dashboard) App Banner advertisement:** appears at the bottom of the Mobile App in certain sections, like the Directory.

File format: PNG or JPG
Size: 1000 px x 500 px
Important: Please send the both size files and the **URL** (if) you wish to link to the advertisement.

Promotional Broadcast Email (Mailshot)
For supporters entitled to an promotional mailshot, as per their signed contract, kindly submit the files to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com, no later than **Tuesday, April 8, 2025**

Please send the **HTML version** of your mailshot and **other relevant files** together in a **zip folder** and send us everything, with the **subject line text.**
Please **click here** to download the e-mail blast design requirements. **These guidelines should be forwarded to your web-designer/Programmer.**

Important notes:

- In case the webmail is promoting a sponsored symposium, please include the following disclaimer: ***This session is not included in main event CME/CPD credits.***
- The "From" field will be "ISAKOS 2025 Supporters"
- The exact launch date will be determined by ISAKOS in due course. The E-mail Blast will be sent out to the pre-registered delegates who have agreed to receive promotional material from supporters.

Push Notification via Mobile App
For supporters entitled to push notification via the mobile app, as per their signed contract, kindly submit the text by **Tuesday, April 22, 2025** via e-mail to the Industry Coordinator, Oana Giurgiu at ogiurgiu@kenes.com, according to below guidelines:

- Message **title – Maximum 40 characters** including spaces
- Message **body – Maximum 140 characters** including spaces

Important:

- **Please specify your preferred date and time** (Munich local time) when submitting the text.
- We will do our best to accommodate this request. The final schedule of the push will be determined closer to the conference, considering the overall push notifications schedule of the conference.
- Push notifications will be sent out during **official breaks only** in order not to disturb the participants who are inside session halls when sessions are taking place.
- The updated program timetable including list of breaks can be found on the conference website under "Interactive agenda" page (click here).
- Content is subject to the approval of ISAKOS.
- Please make sure to indicate **company name** either on the title or in the message body.

Kindly note:

- Push Notifications are sent only to participants who download the app and accept to receive notifications.
- Push notifications look different across various browsers, device types, and operating systems.

Advert Inside the Final Program Book
Supporters entitled to an advert inside the final program as per their signed contract, are kindly asked to submit the file no later than **Tuesday, April 8, 2025** by e-mail to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

- PDF format, Press quality, CMYK only, Fonts and images embedded.
- Please be sure to leave an extra **bleed** of your artwork around the edge **(bleed)** to allow more leeway when the printer trims the pages.

- Dimensions:
  - 1. Folded: 8” W x 4” H (20cm W x 10cm H)
  - 2. Output: 100%
  - 3. CMYK
  - 4. Inks: 4/4
  - 5. bleed: .125″ (32mm)

Symposium Signage (Optional)

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

1. Session Hall Signage

Self-Standing Sign at the Entrance:
One stand-alone sign to be placed at the entrance of the session hall 15 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign: ***This session is not included in main event CME/CPD credits.*** Dimensions: W85cm x H200cm

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

Please make sure to remove the banner after the symposium.

Notice: Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.
Please inform if you will provide/order signage for your session (including head-table / lectern branding), until Thursday, May 29, 2025 via email to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

Miscellaneous Information

Internet / Wi-Fi
Wired internet and Wi-Fi connection is exclusive to Kenes – please **contact us for placing your order.**
Should you require **Wi-Fi or an internet line** during your symposium, or in the meeting room, please contact the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com
Complimentary Wi-Fi will be provided by the congress during official congress days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking emails. Should you have any internet-based feature/device/activity at your symposia or in your meeting room (for example: product demonstrations), we strongly recommend **ordering a dedicated internet connection** (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.
Note regarding technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

Meeting Rooms / Hospitality Rooms
Supporters interested in renting a meeting room during ISAKOS 2025 Congress, should contact the Industry Liaison & Sales, **Victoria Eskenazi** at: veskenazi@kenes.com

Parking
Cars up to 2 m height have the possibility to park in the Parkhaus West, on the days of the event, against costs. The traffic guide will be available 4 weeks before the Congress.
For normal cars (lower than 2m height), please consult the venue's webpage Service partner | Messe München (messe-muenchen.de)

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

Lead Retrieval Wireless Barcode Readers

K-Lead Application (no device is included)
Lead Retrieval Wireless Barcode App Reader can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead Application. Supporters can download the K-Lead app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' contact information with a quick scan of their badge.

How does it work?
Exhibitors and supporters can download the "K-Lead" app onto their **own smart phone or company tablet** and transform their device into an instant, easy lead retrieval system and capture participants' full contact information with a quick scan of their badge (Exact operational guidelines will be shared in due course).

The advantages of the "K-Lead" application:

- **Seamless Integration**: Download directly to your device; no extra hardware needed.
- **Effortless Scanning**: Quickly scan attendee badges to capture leads.
- **Customizable Notes**: Add personal comments to each lead for better follow-up.
- **"Quick Scan" Function:** Ability to quickly scan delegates as they enter the symposium hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility**: Download from the **Apple Store** or **Google Play** using "Kenes K-Lead App.

Cost
Cost per license – **700 EUR (**4% credit card charges fees, excluding VAT if applicable)
Device is not included
Order deadline is May 1, 2025 (Onsite rate of EUR 850 will be applied for order received after above deadline).

Unlock the Power of K-Lead Plus:

- **Automated Follow-up Emails**: Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization**: Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement**: Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it

by sending tailored emails right after each scan, keeping your brand top of mind.

- **Trackable Insights**: Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **Compatibility**: K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: EUR 750

Key Notes for K-Lead and K-Lead Plus:

- ***Device Not Included*:** The application must be installed on your personal or company device (tablet/smartphone).
- *Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.*
- *Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.*
- *Easy Reservation: Secure your Wireless Barcode Reader by returning the completed credit card form.*
- *GDPR Compliance: We've updated our **privacy policy** in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.*
- *By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to **Data Processing Agreement**.*

How to order K-Lead and K-Lead Plus?
Please **access the Exhibitor's Portal** https://exhibitorportal.kenes.com

Innovative Products for Industry Symposia

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

- **Voting, Evaluations,** and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services for any language**: are available in two options. The conventional approach involves local interpreters and the use of headphone receivers. Alternatively, we offer a cutting-edge AI-powered solution. With this innovative method, participants can access live translations and captions seamlessly by scanning a QR code on their mobile phones.

We also provide tailor made customized solutions – contact us to make it happen!

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

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

Please submit your order by **Tuesday, April 8, 2025.** Orders received after the deadline will incur rush fees.

Shipping Instructions

Please click here to see the Shipping Instructions.

Click here to see all the Labels for Shipping (use the one you need)

The Shipping Instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

Delivery & Logistic Services

Merkur has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons, Merkur is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

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

Shipping instructions and tariff coming soon

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Email**: patricia.zintel@merkur-expo.com**

Name: Patricia Zintel

Tel: + 49 (0) 170 2229525

For Direct Deliveries Order Frorm, **please click here**.

For Warehouse Deliveries Form, please click here.

For Official Handling Costs, please click here.

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

- Submit Company Logo and Profile
- Order badges
- Order Lead retrieval App (Badge scanners application)
- Submit other deliverables as per contract

To access the Portal, please click here.

Important Notes:

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

Congress Organizer: Kenes Group & ISAKOS

ISAKOS Director of Development: Beverlee Galstan
E-mail: bgalstan@isakos.com

Industry Coordinator: Oana Giurgiu
Tel: +34 659 064 921| E-mail: ogiurgiu@kenes.com

Industry Liaison & Sales Associate: Victoria Eskenazi

Tel: +41 22 908 0488 | E-mail: veskenazi@kenes.com

Audio Visual Coordinator: Mike Perchig
E-mail: nest@nest-av.com

Registrations: Niya Dimchevska
E-mail: reg_isakos25@kenes.com

Hotel Sales Manager: Anna Ivanova
E-mail: aivanova@kenes.com

Programme Logistics Coordinator: Hilary Merliner
E-mail: hilary@isakos.com

Contractors:

Internet/ WiFi (exclusive to ICM-International Congress center Messe München):
E-mail: ogiurgiu@kenes.com

Freight Handling & Onsite Logistic Agent: Merkur Expo Logistics GmbH
Ms. Patricia Zintel| E-mail: patricia.zintel@merkur-expo.com
Tel: + 49 (0) 170 2229525
Merkur is the **exclusive** handler inside the venue.

Cleaning Services
ICM- International Congress center Messe München
E-mail: icm-aussteller@messe-muenchen.de
Website: www.messe-muenchen.de / www.icm-muenchen.de
Web shop: Link will be available 3 months prior the event (beginning of March)

Graphics & Signage: Atelier Gebhard
Tel: +49 89 949 24 975
E-mail: info@atelier-gebhard.de

Furniture rental: MEPLAN
Lena Kathke
Tel: +49 89 540 267 822
E-mail: lena.kathke@meplan.de
Website: www.meplan.com

Catering: Käfer Service GmbH
Tel: +49 89 94924 200
E-mail: messe.catering@feinkost-kaefer
Website: www.feinkost-kaefer.de
(catering exclusive to ICM-International Congress center Messe München)

Hostesses & Temporary Staff Hire: Colorbirds GmbH
Tel: +49 89 998209580
E-mail: info@colorbirds.de
Website: www.colorbirds.de

Action Item	Deadline	Contact

Hotel reservation for staff	As soon as possible	https://hotels.kenes.com/congress/ISAKOS25 or email **Anna Ivanova** at: aivanova@kenes.com
Payment of Invoice Balance	Must be received in full **one week prior to the Congress**	Pazit Hochmitz phochmitz@kenes.com
Lunch Time Session Final Programme (for approval by Scientific Committee)	As soon as possible and no later than: **Tuesday, April 8, 2025**	**Please submit the Lunch Session details HERE! or via email to: ogiurgiu@kenes.com**
Advert inside the Mini Program		
Advert in the Mobile App	**Tuesday, April 8, 2025**	
Promotional E-mail Blast		Via **Kenes Group** Exhibitor's Portal: https://exhibitorportal.kenes.com For any assistance needed, please contact the Industry coordinator at: ogiurgiu@kenes.com
Bag inserts		
Text for Push Notifications	**Tuesday, April 22, 2025**	
Lead Retrieval App /Wireless Barcode Reader App	**Monday, May 5, 2025**	
Catering Service	**Thursday, May 1, 2025**	Käfer Service GmbH Tel: +49 89 94924 200 Email: messe.catering@feinkost-kaefer.de Website: www.feinkost-kaefer.de
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms	**Friday, May 16, 2025** *After this date, late fee might apply*	Mike Perchig nest@nest-av.com
Telecommunications (Internet/Wi-Fi)*	**May 2025**, final date TBC	**Kenes Group** Oana Giurgiu Industry Coordinator Email: ogiurgiu@kenes.com
Placing orders for **Voting / 'Ask the Speaker'/ Evaluation and other Technology Products and Services (Exclusive to Kenes Group)**	**Tuesday, April 8, 2025**	Olaya Espejo oespejo@kenes.com
Graphics and Signage	**Tuesday, April 22, 2025**	**Atelier Gebhard** Tel: +49 89 949 24 975 Email: info@atelier-gebhard.de

Cleaning	Orders via the ICM web shop **May 2025**, final date TBC	**Venue services: Cleaning** ICM- International Congress center Messe München E-mail: icm-aussteller@messe-muenchen.de Website: www.messe-muenchen.de / www.icm-muenchen.de Web shop: **Link will be available 3 months** prior the event (Beginning of March)
Hostess / Staff	Orders via the ICM web shop **May 2025**, final date TBC	**colorbirds GmbH** Tel: +49 89 998209580 E-mail: info@colorbirds.de www.colorbirds.de Orders via ICM Web shop: Link will be available 3 months prior the event (Beginning of March, 2025). *To place online orders you will be required to enter your unique **Username and Password**.*
Flower Decoration	TBA	TBA
Airfreight Shipments – Arrival to recommended airport	TBA	**Merkur Expo Logistics GmbH** Ms. Patricia Zintel| E-mail: patricia.zintel@merkur-expo.com Mobile: + 49 (0) 170 2229525 *Merkur* is the **exclusive** handler inside the venue. **Click here to see the Shipping Instructions** **Click here to see all the Labels for Shipping (use the one you need)**
Shipment via Advance Warehouse	May 26, 2025 Deadline for pre-advice of your shipment	
Exhibition Goods – Direct Deliveries to Congress Venue	May 26, 2025 Deadline for application of time slot	

The Industry Sponsored Lunch Time Sessions schedule will be available 3 months prior to the event, aproximately.

*Timetable and halls are subject to change. The most updated timetable will be published on the Congress website.

The **Industry Lunch Time lectures and workshops** will be offered to all Congress attendees at no charge during each lunch break. As a sponsor, you will be provided a meeting room to present hands-on workshops, video demonstrations, and/or lectures of your choice.

Lunchtime workshops have increased in popularity allowing for maximum exposure and personal interaction with meeting attendees.

Important notes:

- Industry Symposia are not included in main Congress CME credit.
- In order to support you in the best possible way, please share your plans and requirements with us. This information is invaluable for the success of your symposium. Please coordinate directly with the Industry Coordinator at ogiurgiu@kenes.com
- We recommend arriving early to set up the hall prior to the start of your Symposium. A member of the Kenes Operational team will be available should you need any assistance. There is a 30 minute break between Educational Symposia and the start of Lunch Time Sessions. As

a sponsor, you may use this time to set your room and to check in attendees.
- Handouts can be distributed at the entrance to the Symposium Hall at the start of the Lunch Time Sessions; however, it is NOT permitted to place material on the chairs inside the hall.
- Printed tent cards placed on the head table are allowed and should be produced and provided by supporter.
- We ask presenters to follow the time schedule precisely in order that the day's events may run smoothly.

Affiliate Event of Function

Groups who wish to hold an event or function in conjunction with 15th Biennial ISAKOS Congress must secure approval from ISAKOS. Completed Affiliate Event or Function Request Forms must be submitted to ISAKOS to ensure event dates/times do not conflict with ISAKOS programming. Please review the Affiliate and Exhibitor Meeting Space Regulations for further details.

Please complete this **Activity form** and let us know about your activity by emailing the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com by **March 31, 2025**

- Food and drinks are allowed to be taken into the symposium halls.
- Supporters who wish to order food and beverages for their meeting/hospitality room are welcome to do so directly with **Käfer Service GmbH**: Tel: +49 89 94924 200 Email: messe.catering@feinkost-kaefer.de / Website: www.feinkost-kaefer.de
- Catering is exclusive to **Käfer Service GmbH**, and should be ordered in advance.
- For **Lunchtime sessions**, ISAKOS will order **boxed lunches** based on the total number specified in **this form**. Boxed lunches **are 35€/each**. Price is inclusive of gratuity, taxes and service charges. Sponsors will have the ability to increase/decrease order based on final registration numbers.
- Please note that additional charge might be applied for cleaning the hall immediately following the session.
- Please note that a 30-minute break has been built into the program, between Lunch Time Sessions and the start of educational sessions. This break is mandatory per ACCME Guidelines and will be used to clean the halls.
- If you are planning to offer catering together with the symposium, it is recommended to indicate this in all publications (as long as it is in line with the supporter's internal compliance policy.)

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please plan directly with the conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability and rehearsal requirements and overtime of the technicians.

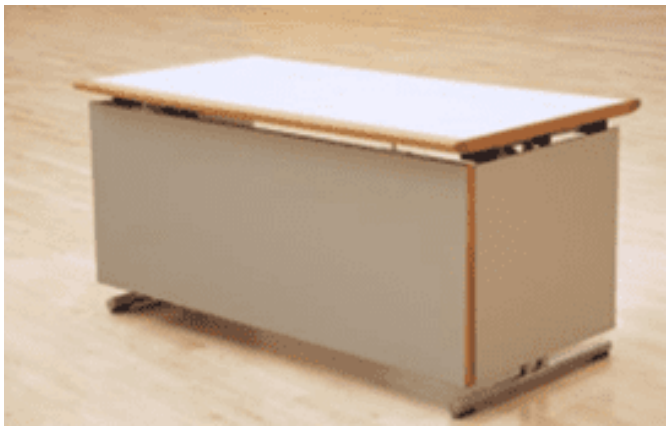
Symposia Halls – Technical Details

Hall Name*	Hall Capacity	Hall Layout	Stage Layout	Location
Room 14a	450 sqm	464 Theatre	head table for 8 & lectern	Level 1
Room 14b	1565 sqm	523 Theatre	head table for 8 & lectern	Level 1
Room 14c	450 sqm	464 Theatre	head table for 8 & lectern	Level 1
Room 13a	385 sqm	437 Theatre	head table for 7 & lectern	Level 1
Room 12	130 sqm	125 Banquet	head table for 6 & lectern	Level 1
Room 11	130 sqm	125 Theatre	head table for 6 & lectern	Level 1

The Product Theater sessions will take place in the Exhibition Hall

Lectern Banner Dimensions:
· 66 cm W x 93,3 cm H
· Self-branding of the lectern is not permitted
· Signage exclusivity for Atelier Gebhard (for orders, please contact ogiurgiu@kenes.com)

Head Table dimensions in all the halls:
· 3 or 4 tables of: 146 cm W x 75 cm H (depending of the hall)
Dimensions for Head Table branding:
· 145 cm W x 73 cm H each table
· Self-branding of the head table is not permitted
· Signage exclusivity for Atelier Gebhard (for orders, please contact ogiurgiu@kenes.com)



The general stage setting in all the halls includes one speaker lectern and a head table accommodating the number of speakers needed for each session (as mentioned in the table above).

For alternative stage setting and/or different set-up, please contact the Industry Coordinator, Oana Giurgiu at ogiurgiu@kenes.com. All requests must be communicated in advance, and they are subject to approval from ISAKOS (may require additional incurred fees).

If you are interested to have your own company branding for the head table and lectern, note that this **should be arranged in advance**, through the Industry Coordinator, Oana Giurgiu, at ogiurgiu@kenes.com

AV Equipment Package included in the Industry Lunch Symposia halls:

Hall 14B, ISAKOS 2025 Congress

- Front projection screen, image of H4.5 X W8 meters approx (16.9 ratio)
- 15000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42” Confidence monitor in front of the head table, showing the same image as projected on the

main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems.

Hall 14A and Hall 14C, ISAKOS 2025 Congress – in each

- Front projection screen, image of H4 X W7 meters approx (16.9 ratio)
- 12000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42" Confidence monitor in front of the head table, showing the same image as projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems.

Hall 13A, ISAKOS 2025 Congress

- Front projection screen, image of H3.4 X W6 meters approx (16.9 ratio)
- 9000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42" Confidence monitor in front of the head table, showing the same image as projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.

- AV technician to operate the above-mentioned systems.

Hall 11 and Hall 12, ISAKOS 2025 Congress – in each

- Front projection screen, image of H2.5 X W4.5 meters approx (16.9 ratio)
- 6000 a.l. Data projector, incl. all the required cabling, for projecting the PowerPoint on the screen.
- 42" Confidence monitor in front of the head table, showing the same image as projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer).
- Countdown Timer monitor in front of the lectern.
- A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- AV technician to operate the above-mentioned systems.

The AV Equipment included in the Product Theater (exhibition area) is:

- 3 meters wide LED screen on a riser (Projection ratio of 16:9) / laptop at the lectern / wireless PPT clicker
- Audio mixer at the AV Control desk / Loudspeakers to cover the seating area / wired microphone and Audio PC connection at the lectern / wireless hand-held microphone on a stand for questions
- Dedicated AV technician to support

Please contact the Audio-Visual Coordinator, Mike Perchig at: nest@nest-av.com, for any query.

Presentations Upload Onsite

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

Please note that the meeting computers at the lectern are supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.
If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

Important Note for Macintosh Users

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

- Convert it to PowerPoint or PDF. Use a common font, such as Arial, Times New Roman,

Verdana etc. (Special characters might be changed to a default font on a PowerPoint-based PC).
- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

Technical Rehearsal
As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the presentations during the rehearsal. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians. Please plan directly with the Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

Venue: ICM International Congress Center Messe München
Am Messese 6
81829 München/Germany
E-mail: icm-aussteller@messe-muenchen.de
Website: www.messe-muenchen.de / www.icm-muenchen.de

For **ICM Virtual Tour** please **click here**

The Industry Lunch Time Symposia will take place in hall: TBA

Please submit the **final Lunch Time Session Agenda** by **clicking here** to fulfill all the information asked in the form, **no later than Tuesday, April 8, 2025.**

We kindly ask you to send the **Speaker biography and photo**, with the following specs, to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

 Speaker Bio – up to 200 words.
 Speaker Photo – 180×240 px, JPG Format

In case of changes to your symposium title or program, please inform the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

If you wish to have special features at your session (Voting / 'Ask the Speaker'/ Evaluation etc), please contact our Product Marketing Team at jmeymar@kenes.com

Symposium Promotion
Due to accreditation criteria for this conference, the following rules must apply:

Guidelines to follow when creating your promotional items and content:

- **ISAKOS 2025** logo should **NOT** be used in any promotional materials created by the supporter.
- Materials created by companies should **NOT** utilize the main event marketing look and feel, nor the banner.
- When promoting your symposium, please always indicate on any of your promotional materials: ***This session is not included in the main event CME/CPD credit***
- When promoting your symposium, you are allowed to use the phrase: *Official symposium of the 15th Biennial ISAKOS Congress 2025*.
- When creating adverts for **mobile app, program book and mailshots** it is allowed to promote product, symposia, or company promotion. Only when promoting symposia please always indicate the following text inside: ***This session is not included in main event***

CME/CPD credit

Advertisement in the Mobile App
Supporters who are entitled to a mobile app advertisement, are kindly requested to submit the file via email to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com, no later than **Tuesday, April 8, 2025**

- **For Event Banner advertisement:** appears when clicking into the specific event in the 'Events' section of the Mobile App.

File format: PNG or JPG
Size for Smartphone: 370 px x 100 px
Size for Tablet: 800 px x 100 px

- **For Generic (Dashboard) App Banner advertisement:** appears at the bottom of the Mobile App in certain sections, like the Directory.

File format: PNG or JPG
Size: 1000 px x 500 px
Important: Please send the both size files and the **URL** (if) you wish to link to the advertisement.

Promotional Broadcast Email (Mailshot)
For supporters entitled to an promotional mailshot, as per their signed contract, kindly submit the files to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com, no later than **Tuesday, April 8, 2025**
Please send the **HTML version** of your mailshot and **other relevant files** together in a **zip folder** and send us everything, with the **subject line text.**
Please **click here** to download the e-mail blast design requirements. **These guidelines should be forwarded to your web-designer/Programmer.**

Important notes:

- In case the webmail is promoting a sponsored symposium, please include the following disclaimer: ***This session is not included in main event CME/CPD credits.***
- The "From" field will be "ISAKOS 2025 Supporters"
- The exact launch date will be determined by ISAKOS in due course. The E-mail Blast will be sent out to the pre-registered delegates who have agreed to receive promotional material from supporters.

Push Notification via Mobile App
For supporters entitled to push notification via the mobile app, as per their signed contract, kindly submit the text by **Tuesday, April 22, 2025** via e-mail to the Industry Coordinator, Oana Giurgiu at ogiurgiu@kenes.com, according to below guidelines:

- Message **title – Maximum 40 characters** including spaces
- Message **body – Maximum 140 characters** including spaces

Important:

- **Please specify your preferred date and time** (Munich local time) when submitting the text.
- We will do our best to accommodate this request. The final schedule of the push will be determined closer to the conference, considering the overall push notifications schedule of the conference.
- Push notifications will be sent out during **official breaks only** in order not to disturb the participants who are inside session halls when sessions are taking place.
- The updated program timetable including list of breaks can be found on the conference website under "Interactive agenda" page (click here).
- Content is subject to the approval of ISAKOS.
- Please make sure to indicate **company name** either on the title or in the message body.

Kindly note:

- Push Notifications are sent only to participants who download the app and accept to receive notifications.
- Push notifications look different across various browsers, device types, and operating systems.

Advert Inside the Final Program Book

Supporters entitled to an advert inside the final program as per their signed contract, are kindly asked to submit the file no later than **Tuesday, April 8, 2025** by e-mail to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

- PDF format, Press quality, CMYK only, Fonts and images embedded.
- Please be sure to leave an extra **bleed** of your artwork around the edge **(bleed)** to allow more leeway when the printer trims the pages.
- Dimensions:
    - 1. Folded: 8" W x 4" H (20cm W x 10cm H)
    - 2. Output: 100%
    - 3. CMYK
    - 4. Inks: 4/4
    - 5. bleed: .125″ (32mm)

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

1. Session Hall Signage

Self-Standing Sign at the Entrance:

One stand-alone sign to be placed at the entrance of the session hall 15 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign: ***This session is not included in main event CME/CPD credits.*** Dimensions: W85cm x H200cm

2. Self-standing signage in the Exhibition Area

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

Please make sure to remove the banner after the symposium.

Notice: Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.
Please inform if you will provide/order signage for your session (including head-table / lectern branding), until Thursday, May 29, 2025 via email to the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com

Internet / Wi-Fi
Wired internet and Wi-Fi connection is exclusive to Kenes – please **contact us for placing your order.**
Should you require **Wi-Fi or an internet line** during your symposium, or in the meeting room, please contact the Industry Coordinator, Oana Giurgiu at: ogiurgiu@kenes.com
Complimentary Wi-Fi will be provided by the congress during official congress days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking emails. Should you have any internet-based feature/device/activity at your symposia or in your meeting room (for example: product demonstrations), we strongly recommend **ordering a dedicated internet connection** (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.
Note regarding technical support: we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.

Meeting Rooms / Hospitality Rooms
Supporters interested in renting a meeting room during ISAKOS 2025 Congress, should contact the Industry Liaison & Sales, **Victoria Eskenazi** at: veskenazi@kenes.com

Parking
Cars up to 2 m height have the possibility to park in the Parkhaus West, on the days of the event, against costs. The traffic guide will be available 4 weeks before the Congress.
For normal cars (lower than 2m height), please consult the venue's webpage Service partner | Messe München (messe-muenchen.de)

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

K-Lead Application (no device is included)
Lead Retrieval Wireless Barcode App Reader can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead Application. Supporters can download the K-Lead app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' contact information with a quick scan of their badge.

How does it work?
Exhibitors and supporters can download the "K-Lead" app onto their **own smart phone or company tablet** and transform their device into an instant, easy lead retrieval system and capture participants' full contact information with a quick scan of their badge (Exact operational guidelines will be shared in due course).

The advantages of the “K-Lead” application:

- **Seamless Integration**: Download directly to your device; no extra hardware needed.
- **Effortless Scanning**: Quickly scan attendee badges to capture leads.
- **Customizable Notes**: Add personal comments to each lead for better follow-up.
- **“Quick Scan” Function:** Ability to quickly scan delegates as they enter the symposium hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility**: Download from the **Apple Store** or **Google Play** using “Kenes K-Lead App.

Cost
Cost per license – **700 EUR (**4% credit card charges fees, excluding VAT if applicable)
Device is not included
Order deadline is May 1, 2025 (Onsite rate of EUR 850 will be applied for order received after above deadline).

Unlock the Power of K-Lead Plus:

- **Automated Follow-up Emails**: Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization**: Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement**: Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights**: Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you’re always improving.
- **Compatibility**: K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: EUR 750

Key Notes for K-Lead and K-Lead Plus:

- ***Device Not Included*:** The application must be installed on your personal or company device (tablet/smartphone).
- *Reliable Data: Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.*
- *Content Responsibility: Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.*
- *Easy Reservation: Secure your Wireless Barcode Reader by returning the completed credit card form.*
- *GDPR Compliance: We’ve updated our **privacy policy** in compliance with GDPR. Your personal data won’t be shared without consent. Presenting your badge for scanning implies consent to share your details.*
- *By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to **Data Processing Agreement**.*

How to order K-Lead and K-Lead Plus?
Please **access the Exhibitor's Portal** https://exhibitorportal.kenes.com

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

- **Voting, Evaluations,** and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services for any language**: are available in two options. The conventional approach involves local interpreters and the use of headphone receivers. Alternatively, we offer a cutting-edge AI-powered solution. With this innovative method, participants can access live translations and captions seamlessly by scanning a QR code on their mobile phones.

We also provide tailor made customized solutions – contact us to make it happen!

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

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

Please submit your order by **Tuesday, April 8, 2025.** Orders received after the deadline will incur rush fees.

Please click here to see the Shipping Instructions.

Click here to see all the Labels for Shipping (use the one you need)

The Shipping Instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

Delivery & Logistic Services

Merkur has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons, Merkur is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

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

Shipping instructions and tariff coming soon

Freight Handling & Customs Clearance Agent

Merkur Expo Logistics GmbH

Email**: patricia.zintel@merkur-expo.com**

Name: Patricia Zintel

Tel: + 49 (0) 170 2229525

For Direct Deliveries Order Frorm, **please click here**.

For Warehouse Deliveries Form, please click here.

For Official Handling Costs, please click here.

There are an increasing number of fraudulent websites and emails that impersonate ISAKOS. We would like to alert all our members, delegates, and exhibitors to possible scams. We strongly advise you to use only the official ISAKOS online registration and accommodation for your bookings, and not to trust emails offering attendee lists.

×

DOWNLOAD PRINTABLE PROSPECTUS

PAYMENTS, CANCELLATION TERMS & CONDITIONS