Show Management Forms

Important Documents
Please read the general exhibitor information carefully and keep as a reference. All Exhibitors are contractually required to abide by these rules.
General Exhibitor Information

Location:
Austria Center Vienna
Bruno-Kreisky-Platz 1
1220 Wien, Austria
Phone: +43 1 260690

Exhibit Hall Information*:
Austria Center Vienna
Hall X Tiel 1-3

Exhibitor Move-In:
Tuesday, June 9, 2020 ......................................................8:00 a.m. to 5:00 p.m. (08:00 to 17:00)

Show Hours:
Wednesday, June 10, 2020 .............................................12:00 pm to 9:00 p.m. (12:00 to 21:00)
Welcome Reception with Exhibitors/Poster Session .....................................................5:30 p.m. (17:30)

Thursday, June 11, 2020 ....................................................9:00 a.m. to 6:00 p.m. (09:00 to 18:00)

Friday, June 12, 2020 ......................................................9:00 a.m. to 2:00 p.m. (09:00 to 14:00)

Exhibitor Move-Out:
Friday, June 12, 2020 ....................................................2:00 p.m. to 10:00 p.m. (14:00 to 22:00)
Saturday, June 13, 2020 ....................................................8:00 a.m. to 12:00 p.m. (08:00 to 12:00)

*Times are subject to change
Main Contacts

Exhibit Sales
440.338.5495
exposales@asminternational.org

Exposition Logistics
Christina Sandoval
440-338-5422
Christina.Sandoval@asminternational.org

General Service Contractor & Decorator
SYMA
+43 2245 2497 0
Email: office@syma.at
www.syma.at

Signage & Rigging
SYMA
+43 2245 2497 0
Email: office@syma.at
www.syma.at

Audio Visual, Internet
TBD

Registration – Exhibitor Personnel ONLY
RCS
805-677-4297
ITSC2020@rcsreg.com

Registration – FULL CONFERENCE Exhibitor Badge
tagungen@dvs-hg.de

Shipping & Freight
SYMA
+43 2245 2497 0
Email: office@syma.at
www.syma.at

Electrical
SYMA
+43 2245 2497 0
Email: office@syma.at
www.syma.at
## Important Dates to Remember

<table>
<thead>
<tr>
<th>Description</th>
<th>Deadline Dates</th>
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<tr>
<td><strong>Program Ad Deadline</strong></td>
<td><strong>April 24, 2020</strong></td>
</tr>
<tr>
<td>Submit to: <a href="mailto:Christina.Sandoval@asminternational.org">Christina.Sandoval@asminternational.org</a></td>
<td></td>
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<tr>
<td><strong>Submit Show Directory Listing Deadline</strong></td>
<td><strong>April 27, 2020</strong></td>
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<tr>
<td>ITSC: <a href="http://expo.asminternational.org/ITSC2020/Public/e_login.aspx">http://expo.asminternational.org/ITSC2020/Public/e_login.aspx</a></td>
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<tr>
<td><strong>Ordering Exhibitor Services from Decorator Deadline</strong></td>
<td><strong>April 30, 2020</strong></td>
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<tr>
<td><strong>Arrangements &amp; Orders with Shipping Company Deadline</strong></td>
<td><strong>April 30, 2020</strong></td>
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<tr>
<td><strong>Hotel Discount Deadline</strong></td>
<td><strong>Until Sold Out</strong></td>
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<tr>
<td><strong>Exhibitor Personnel ONLY Registration Deadline</strong></td>
<td><strong>June 1, 2020</strong></td>
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Exhibitor Badge, Rental Information & Complimentary Expo Only Passes

EXHIBITOR BADGES AND WORK PASSES:
Exhibitor badges and work passes are acceptable during specified exhibit move-in and move-out hours. Only exhibitor badges, not work passes, are acceptable during show hours.

EXHIBITOR BADGES:
Exhibitors are highly encouraged to take advantage and pre-register your exhibit personnel online using the following registration link:

*All pre-registered badges are to be picked up on-site at Registration.*

Questions? ITSC Exhibitor registration questions can be sent to: [ITSC2020@rcsreg.com](mailto:ITSC2020@rcsreg.com)

3x3 METER STALL RENTAL INCLUDES:
- 3x3 Meter Stall with Octonorm Structure with White Panels
- (2) Discounted Full Technical Conference Badges – CONTACT: tagungen@dvs-hg.de
- Unlimited Exhibitor Personnel Badges (Link to register is above)
- Stall Fascia (*company name & stall number*)
- Company Description Online & in Final Program
- Complimentary e-Invite Pass for Customers
- Post-Event Attendees List (*complete mailing address, name and title – No email addresses*)

COMPLIMENTARY EXPO ONLY PASSES:
The exhibitor registration page offers you the ability to invite guests to visit you at your booth with a Complimentary Expo Pass by clicking on the "Invite a Guest" button. You may also distribute your company’s complimentary guest pass code or URL located under the button. Either way allows you to easily track who has responded to your invitation.

Complete directions on registering exhibitor personnel or inviting customers is listed in your custom email from the registration company, Registration Control System (RCS).
Hotel Information

OFFICIAL CONFERENCE HOTELS:
Main Conference Dates: Wednesday, June 10, 2020 – Friday, June 12, 2020
Group Sleeping Room Rates (in Euros, Per Person). The listed rates below are per room and night incl. breakfast, service and VAT. In case of tax changes they reserve the right to adjust the rates accordingly.

HOTEL RESERVATIONS:
To make your hotel reservations online, please click one of the links below or click HERE:

Arcotel Kaiserwasser: Click HERE
Single Room: 199,00 euros
Double Room: 221,00 euros

Park Inn by Radisson Uno City: Click HERE
Single Room: 129,00 euros
Double Room: 149,00 euros

Notes:
The listed rates are per room and night, include breakfast, service and VAT. In case of tax changes they reserve the right to adjust the rates accordingly.

Beware of Room Poachers!
Unauthorized third-party housing companies have been contacting members to get them to reserve their sleeping room through them. This is a scam! You will NEVER receive a phone call directly from ITSC organizers or vendors on their behalf. In order to make a legitimate sleeping room reservation with the Headquarters Hotel, please use the links on the Hotel Information link.

Reservations made through any housing services company cannot be guaranteed by ASM International and could result in additional charges, incorrect hotel placement, or inflated room rates for ASM International participants.
Visa Information

Meeting attendees from countries that require a visa to enter Austria are reminded that the process of obtaining a visa may take several months. You are strongly encouraged to plan ahead and begin the application process early. Visa applications should be submitted for processing as early as possible, but no later than 90 days prior to travel.

Please note, the event organizers do not have any influence over the issuance of a Visa. The determination is at the sole discretion of the Embassy/Consulate. Should your application be denied, the event organizers cannot change the decision of the governmental agency.

For more information on obtaining a visa to Austria, please click on the following link or copy/paste into your web browser: https://www.schengenvisainfo.com/austria-visa/

If you have any questions, please contact Lindy Good at lindy.good@asminternational.org
Exhibitor Work Pass Badges

This badge permits the bearer to enter the exposition hall for the purpose of installing and dismantling his exhibit.

VALID ONLY DURING OFFICIAL INSTALLATION/DISMANTLING PERIODS
Hospitality Form

ITSC 2020 HOSPITALITY FORM
If your business or function requires a hotel suite or meeting room for a hospitality event, please complete this form. Please be advised that hospitalities can only be scheduled by an Exhibitor of this event and must occur only during Non-Exhibiting hours. The event or meeting must not conflict with any technical sessions or other event functions. The hours must be approved by Show Management prior to the event. Failure to comply with this process is grounds for removal from this event.

Company Name ____________________________________________________________________________________

Stall# ____________________________________________________________________________________________

Address ____________________________________________________________________________________________

City _________________________________ State ________________ Zip Code  _____________________________

Contact Name _____________________________________________________________________________________

Phone _____________________________________________    Fax __________________________________________

Email Address _____________________________________________________________________________________

SUITE REQUEST
Purpose for Reserving Suite:

________________ Hospitality __________ Meeting __________ Personal Use

Hotel __________________________ or Convention Center _____________

Number of Attendees for Event _______ Date _________ Time _________

Please complete this form and email to: Christina.Sandoval@asminternational.org
NOTIFICATION OF INTENT TO USE EXHIBITOR APPOINTED CONTRACTOR (EAC)

Please email form to:

Christina Sandoval, Global Exhibition Manager
christina.sandoval@asminternational.org

If your company plans to use a firm who is not an official service contractor as designated by Show Management, please complete this form and email to Show Management at the email address listed above.

Inform your Exhibitor Appointed Contractor that they must send a copy of their General Liability Insurance Certificate to Freeman no later than 30 Days prior to the first day of exhibitor move-in or they will not be permitted to service your exhibit. Also provide your Exhibitor Appointed Contractor with work passes to enter the show floor for designated move-in and move-out dates and times.

Email General Liability Certificate to:

Show Management
Christina Sandoval, Global Exhibition Manager
christina.sandoval@asminternational.org

It is the responsibility of the exhibitor to see that each representative of the Exhibitor Appointed Contractor abides by the official rules and regulations of this event.

This form must be received 30 DAYS PRIOR TO THE FIRST DAY OF EXHIBITOR MOVE-IN.

Name of Show _______ ITSC 2020 – June 10-12, 2020

Company Name__________________________________________________________

Stall Number____________________________________________________________

Contact Name at Show____________________________________________________

Contact Phone___________________________________________________________

Exhibitor Appointed Contractor____________________________________________

Contractor Address ______________________________________________________

City, State, Zip Code_______________________________________________________

Country_________________________________________________________________

Type of Service to be Performed____________________________________________
ITSC 2020 EXPOSITION RULES & REGULATIONS
This section includes general show policy as well as installation, dismantle, and operational rules, display rules, exhibit hall rules, and Stall configuration guidelines. Most misunderstandings can be avoided by reading this section carefully.

Age Limit
Children under 18 years of age will not be allowed in the Exhibit Hall; including set-up and tear-down.

Alcoholic Beverages
Alcoholic beverages are prohibited in the Exhibit Hall during setup and dismantle for safety and insurance reasons. Alcoholic beverage service (bars) can be arranged during the event by contacting Show Management. Show Management reserves the right to limit alcohol consumption by exhibitors and remove exhibitors as necessary from the show floor.

Amendments
These regulations have been formulated for the best interest of the exhibitors as well as this exposition, Show Management and the cooperating groups. All matters and questions not covered by these regulations are subject to the decisions of Show Management. The regulations may be amended at any time by Show Management and all amendments that may be so made shall be equally binding on all parties affected by them as by the original regulations.

Anti-Harassment Policy
Prevention of Harassment and Discrimination
ASM believes that everyone should be afforded an environment free of unlawful harassment or discrimination. Harassment or discrimination is a form of misconduct that undermines the employment relationship. ASM strives to maintain an environment that fosters mutual respect and promotes harmonious, productive professional relationships. Actions, words, jokes, or comments based on an individual's sex/gender, race, color, national origin, ancestry, age, religion, disability, sexual orientation, gender identity, genetic information, military/veteran status, lactation/breastfeeding, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state, or local laws and ordinances is prohibited and will not be tolerated.

ASM’s prevention of harassment and discrimination policy applies to all individuals involved with ASM, including employees, vendors, customers, contractors, officers & trustees, committee members, volunteers and members.

Sexual Harassment
Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal, visual or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of the individual's status within ASM;
2. Submission to or rejection of such conduct by the individual is used as the basis for decisions affecting the individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with the Associates’ work or creating an intimidating, hostile or offensive environment.

This definition includes many forms of offensive behavior including gender-based harassment of a person of the same sex as the harasser.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, and that debilitates morale.

**Other Prohibited Harassment**
ASM prohibits harassment on the basis of sex/gender, race, color, national origin, ancestry, age, religion, disability, sexual orientation, gender identity, genetic information, military/veteran status, lactation/breastfeeding, pregnancy, childbirth and related medical conditions, or any other classification protected by law. While it is not easy to define precisely what harassment is, it certainly includes slurs, epithets, threats, derogatory comments, unwelcome jokes, teasing and other similar verbal or physical conduct.

Examples of conduct that may be harassment in violation of this policy and/or the law include but are not limited to hostile or demeaning behavior, repeated verbal abuse, bullying, uninvited physical contact, such as touching, patting or pinching, display of suggestive objects or pictures or jokes or remarks based upon sex/gender, race, color, national origin, ancestry, age, religion, disability, sexual orientation, gender identity, genetic information, military/veteran status, lactation/breastfeeding, pregnancy, childbirth and related medical conditions, or any other classification protected by law.

If you experience or witness what you believe to be harassment or discrimination in violation of this policy, you must report it immediately to the CEO or any member of management. You may also report such conduct to the Ethics Hotline.

All ASM representatives are required to report all allegations of unlawful harassment to the CEO immediately. All allegations of unlawful harassment or discrimination will be promptly and thoroughly investigated. To the extent possible consistent with a thorough investigation, ASM will keep any reports of harassment or discrimination made under this policy confidential. ASM will take appropriate corrective action to stop any harassing or discriminatory conduct. Anyone found to have engaged in any form of harassment or discrimination in violation of this policy will be dealt with appropriately.

ASM prohibits any retaliation against anyone who brings forward in good faith a complaint of harassment or who speaks as a witness in the investigation of a complaint of harassment or discrimination.

**Badge Control**
Exhibit Hall attendance is restricted to qualified exhibitors, attendees, and service suppliers as monitored by Show Management. In the Exhibit Hall, Badges are required at all times. Any person(s) on the exhibit floor who are not registered as stated above will be promptly evicted. Without prior consent from Show Management, only exhibitors and service suppliers will have
access to the exhibit floor on move-in and move-out days, and be allowed entrance one hour prior to show opening on show days. Exhibitor badges and work passes are acceptable during the specified exhibit move-in hours and exhibit move-out hours. Only exhibitor badges are acceptable during show hours.

False certification of any individual as an exhibitor’s representative, misuse of exhibitor badges, or any other method or device used to assist unauthorized personnel to gain admittance to the exhibit floor will be just cause for expelling the exhibitor and its representatives from the exhibit hall and/or banning them from future entrance to the exhibit floor and/or removing the exhibitor’s exhibit from the floor without obligation on the part of the event for refund of any fees. The exhibitor, its employees, agents, and anyone claiming a right to be on the exhibit floor through the exhibitor, waive any right or claims for damages arising out of the enforcement of this rule. Any exhibit staff requiring admittance to the exhibit hall at any other time must make prior arrangements with Show Management.

**Balloons/Blimps**

Balloons/blimps of any kind will not be allowed on the show site. See Decorations for additional restrictions.

**Banners/Signs**

Banners/Signs of any kind will not be allowed on the show site. See Decorations for additional restrictions. See IAEE Guidelines for hanging signs.

**Stall Display**

Show Management has the authority to determine whether placement, arrangement, and appearance of all items displayed by the exhibitor are in compliance with show standards, and may require the replacement, rearrangement, or redecoration of any item or of any Stall, and no liability shall be held against Show Management for costs that may thereby be incurred by exhibitor.

All exposed areas of the display must be finished surfaces, including back and sides. Show Management reserves the right to drape any visible unfinished portions of an exhibitor’s Stall at the expense of the exhibitor. Please review the IAEE Guidelines for additional information regarding the specific restrictions for your Stall. Any displays not conforming to the exhibit specifications outlines in the IAEE Guidelines must have Show Management approval in writing 60 days prior to show move-in.

**ASCAP**

ASCAP (American Society of Composers, Authors and Publishers) Licensing:” Under the United States Copyright Law, public performances of copyrighted musical works, including performances during a convention, exposition, industrial show, meeting, trade show or similar event, require a license from the copyright owners of the musical works performed or their representative. Copyright Permission and Indemnification: Exhibitor represents and warrants that no musical work protected by copyright will be staged, produced, or otherwise performed, via either “live” or “mechanical” means by or on behalf of the Exhibitor unless exhibitor has notified Show Management of such intent and is willing to pay the associated ASCAP fees for such use. Exhibitor further represents and warrants that it shall be fully responsible for the performance of all obligations under any agreement permitting the use of such music, including but not limited to all obligations to report data and to pay royalty fees. Exhibitor agrees to indemnify, save, and hold harmless the ITSC events and its directors, officers, agents, employees, and each of them, from and
against any and all claims, costs, and expenses (including legal fees and expenses), demands, actions and liabilities of every kind and character whatsoever with respect to any breach of the foregoing representations and warranties.

**Cameras/Photography**

Photography and/or the recording of the exhibit hall or contents of any exhibitor Stall are strictly prohibited at all times. Photography inside any exhibit space is limited to only the company that has contracted for the exhibit space or to ITSC (or its contracted agent) with the consent of the exhibitor. Violation of the photography policy may result in penalties which will be decided upon by Show Management; these penalties may include expulsion from the event, bans from future ITSC events and confiscation of film, cameras and/or other recording equipment.

**Cancellation of Exhibit Contract**

a.) Exhibitor qualifies for a 25% refund on final payment if (1) Exhibitor has paid-in-full and (2) Exhibitor notifies ASM International® of cancellation, in writing, by September 13, 2019. No other refunds will be granted to Exhibitor.

b.) NO REFUNDS WILL BE GRANTED FOR ANY CANCELLATION RECEIVED AFTER SEPTEMBER 13, 2019 AND EXHIBITOR WILL REMAIN LIABLE FOR THE TOTAL SPACE RENTAL FEE, INCLUDING ANY REMAINING SUMS OWED TO ASM INTERNATIONAL®. If in the sole opinion of Show Management which shall be conclusive, the presentation of the Exposition is prevented either prior to or during the period of the Exhibitor’s occupancy, or use or access to the facilities and equipment of the Exposition is impeded by fire, strikes, other than strikes of the Exhibitor, acts of God, national emergency or for any other cause beyond the control of Show Management, Show Management may cancel this contract. The Exhibitor waives any claim against ITSC for damages by reason of such cancellation, except that ITSC shall return to the Exhibitor the amount already paid for space in the Exhibit Hall for this specific event or such portion thereof as shall represent the proportionate part of said Exposition not held, less a pro-rata share of the pre-exposition expenses. In no event shall Show Management be liable for any lost profits or incidental, consequential or punitive damages, even if advised of the possibility of same.

**Construction of Exhibits**

Exhibits shall be constructed and arranged so that they do not obstruct the general view, nor hide the exhibits of others. Complete exhibit construction information and guidelines can be found in the “Guidelines for Display Rules and Regulations” provided by the International Association of Exhibitions and Events (IAEE), which will be followed by all exhibitors and Show Management. Exhibitors desiring to use anything other than standard Stall equipment, signs or materials conflicting in any way with any rules and regulations should submit two copies of a detailed sketch of the proposed layout at least 60 days before the show to Show Management for written approval. No glass containers are permitted on the exhibit floor.

**Crates**

Crates should be well-constructed to prevent damage in transit or during handling, and labeled with exhibitor name. Due to the no-storage policy behind exhibitor Stalls, empty crates and boxes will be removed and stored by the decorator, and returned at the conclusion of the show. “Empty” stickers are available at the decorator service counter for your use. Store smaller boxes inside larger crates to keep your materials together and allow for timely delivery during breakdown. Crates used internationally must comply with the recent regulation changes implemented by the United States Customs and Department of Agriculture with respect to treatment for harmful insect infestations. See “Import Regulation Change-Wood Packaging Materials” in this section for more information.
Decorations
All decorations, drapes, signs, banners, table coverings and skirts, carpeting or similar decorative materials used in exhibits shall be non-combustible or flame resistant to the satisfaction of the local Fire Marshall. In addition, decorations, signs, banners, etc., may not be taped, nailed, stapled, or otherwise affixed to any building surface, including, but not limited to, ceilings, walls, painted surfaces, and columns. Exhibitors may not bring or permit any decorative material in or about the Exhibit Hall including, but not limited to: balloons, crepe paper; cellophane; confetti; cotton; cornstalk; leaves; evergreen boughs; sheaves of grain; glitter, streamers; straw; paper; vines or moss. Oilcloth, tarpaper, sisal paper, nylon and certain other plastic material that is not flame retardant is prohibited.

Show Management has the authority to determine whether placement, arrangement and appearance of all items displayed by the exhibitor are in compliance with show standards, and may require the replacement, rearrangement, or redecoration of any item or of any Stall, and no liability shall be held against Show Management for costs that may thereby be incurred by the exhibitor.

All exposed areas of the display must be finished surfaces, including the back and sides. Show Management reserves the right to drape any visible unfinished portions of an exhibitor’s Stall at the expense of the exhibitor. Any displays not conforming to the exhibit specifications outlines must have Show Management approval in writing 60 days prior to move in.

Demonstrations
Exhibitors may not conduct any demonstration or activity that results in the obstruction of aisles or impedes the easy access to neighboring exhibitor’s Stalls. Demonstrations must be straightforward, professional, and relative to the displayed product. The use of demonstrations, gimmicks, pantomimes, magicians, robots, etc., in the aisles is prohibited at all times. Products or demonstrations may be placed near the aisle provided they are inside the Stall boundaries. Equipment, including furniture, may not be in the aisle at any time. Show Management reserves final decision on all demonstrations.

Display Move-in/Move-out
Information on installation and dismantling of exhibits has been provided in detail in the Exhibitor Service Manual. The Exhibitor understands that all exhibit equipment and/or displays must be completely set by published opening of the show and that no exhibitor shall dismantle or start to dismantle their exhibit equipment and/or displays prior to the published closing of the show, without prior permission from Show Management.

Electrical Wiring
All electrical wiring on Stalls or display fixtures must be UL approved and must meet local fire department regulations. This applies to all Stall construction and equipment used in the exhibit. Please ensure these specifications are met before sending your Stall to the show. Electrical services are provided through the convention center facility and require a written order – see the Electrical Service Form in the Exhibitor Service Manual.

Use of another exhibitor’s electrical hookup is strictly prohibited due to the potential fire and hazard risks. In the event that the Exhibit Hall is damaged or destroyed due to negligence or failure
on the part of the exhibitor to comply with the local fire agency and fire and hazard regulations, the exhibitor is responsible and liable for all damages incurred.

**Equipment Displays**
Any display using heat-producing equipment (welding equipment, soldering devices, ovens, hot plates, etc.) may require a permit from the Fire Marshal. All demonstrations, using heat-producing equipment and placed in the front half of the Stall, must be protected with an 18” high, thick, clear plastic shield. This shield must protect the front and sides of the demonstration area. Approved welding screens are required for any welding equipment. Any display using electrical, mechanical, or dust producing equipment that incorporates moving parts may require a permit from the Fire Marshal. A safeguard may also be required for the attendee’s protection. Permits will not be required for normal electrical appliances such as lamps, computers radios, etc. Any equipment that emits vibrations, fumes or noise above normal conversational levels as to disturb neighboring exhibitors or attendees is prohibited. Show Management reserves the right to shut-down operating equipment on the show floor which is the source of disruption and complaints. Specific demonstrations of operation equipment can be scheduled with Show Management during off-show hours. This policy is strictly enforced. For additional permit information, please contact Show Management.

**Exhibitors’ Personnel and Other Considerations**
Distribution of advertising matter and souvenirs must be confined to the exhibitor’s Stall (trade publications excepted) and shall not be distributed in the aisles, areas outside of the immediate Stall boundaries, or elsewhere inside or outside the convention center’s property. In keeping with the technical education purpose of the event, giveaways such as balloons, TV sets, sporting equipment, etc., will not be permitted. Giveaways such as metric rulers, pens or pencils, imprinted with the display sponsor’s name are permitted. Questions as to the eligibility of giveaway items should be directed to Show Management for approval before the event.

Undignified methods of attracting attention will not be permitted. Show Management reserves the right to prohibit an exhibit or part of an exhibit, which in its judgment, may detract from the character of the exposition. This restriction includes persons, side-show tactics, conduct, printed matter, or anything of a character which might be considered objectionable to the exposition as a whole. Canvassing in exhibit halls or distribution of advertising matter or souvenirs by representatives of non-exhibiting firms is strictly forbidden. Personnel recruiting in any form are not permitted.

**Failure to Occupy Space**
Space not occupied by the close of the exhibit installation period as specified in the accompanying materials will be forfeited by exhibitor and this space may be resold, reassigned, or used by Show Management. This clause shall not be construed as affecting the obligation of the exhibitor to pay the full space rental under the terms of the contract.

**Failure to Pay**
Exhibitor Stalls will not be allowed to be erected unless full payment for the Stall space has been received by Show Management prior to the final payment date stated on the contract. In addition, inclusion in the Final Program and any other promotional show material will be at Show Management’s discretion for unpaid exhibitors.

**Film, Sound Devices and Lighting**
If moving pictures are used, the exhibitor agrees to comply with union requirements for the operation of the equipment. If, sound movies, loud speakers or sound devices are used, they should be tuned to conversational level and must not be objectionable to neighboring exhibitors. Show Management reserves the right to restrict the use of glaring lights or objectionable lighting effects. Exhibitor represents and warrants that no musical work protected by copyright will be staged, produced, or otherwise performed, via either “live” or “mechanical” means, (by or on behalf of exhibitor) at the exposition unless exhibitor has notified ASM International of such intent and is willing to pay the associated ASCAP fees for such use. See ASCAP Rules and Regulations.

**Fire Regulations**
Exhibitors, service contractors and event promoters must comply with all Federal, State and local fire and building codes that apply to places of assembly. Displays are subject to inspection, and any exhibits judged to be unsafe, for any reason, may be summarily shut down until sufficient corrective modifications have been made. However, acceptance of the exhibit does not constitute a guarantee that the exhibit meets all safety standards or is safe under all conditions.

All materials used in the construction and decoration of an exhibit must be flame-retardant. All carpeting and floor covering must have a Class 1 flame spread rating and UL between 0 and 25. No storage of any material is allowed in the utility area behind individual displays. A maximum of one day supply of operational and advertising material may be stored in a closed container within the Stall. Stall must be cleaned of combustible rubbish on a daily basis.

Written authorization is required for display and operation of any heater, barbecue, heat-producing or open flame devices, candles, lanterns, torches, welding equipment or other smoke emitting materials as part of an exhibit. Written authorization is also required for display and operation of any electrical, mechanical, or chemical devices which may be deemed hazardous by the local fire authority, and for all toxic and hazardous materials, including flammable liquids, compressed gas, dangerous chemicals and any fireworks or pyrotechnics used in the facility. Please speak with Show Management regarding this authorization procedure.

**Handouts**
No adhesive-backed (stick-on) decals or similar items may be distributed in, or used on, any part of the convention facility. All handouts must be distributed from the exhibitor’s Stall only; nothing may be distributed from aisles, areas outside of immediate Stall boundaries, or elsewhere inside or outside the Hotel property. All items, samples, souvenirs, etc., distributed by the exhibitor must be from within the confines of the exhibitor’s Stall and approved by Show Management. Show Management reserves the final decision on what can or cannot be distributed from an exhibitor’s Stall.

**Hanging Signs**
Hanging Signs must follow the IAEE Guidelines. See Decorations for additional restrictions.

**Hazardous Materials**
All hazardous items used in displays must be properly safeguarded, protected, and registered in accordance with applicable City, State, and Federal regulations. Submission of required documentation is the sole responsibility of the exhibiting company. Hazardous items include, but are not limited to, the following: evacuated containers or components, radioactive material, x-ray producing equipment, high-voltage equipment, particle accelerators, flammable and explosive
materials. Equipment demonstrations must not, in the judgment of Show Management, pose a radiation hazard. If the equipment has energy beams that might be hazardous, such energy beams must be deviated or made inoperable before installation. Any hazardous items that will be present in a display must be approved by the local fire department/agencies in writing with copies to Show Management 60 days prior to the show.

Hospitalities/Social Functions/Special Events
Any company scheduling a hospitality suite/social function/special event must be an exhibitor. Hours for any social function, special event or hospitality must be approved by Show Management. A Hospitality Form, located in the Exhibitor Service Manual, must be filled out prior to the exposition and sent to Show Management for approval. Social functions are allowed only during Non-Exhibit hours and must not conflict with technical sessions or other event functions. Exhibitors wishing to hold hospitality functions are required to coordinate the scheduling of these events with Show Management. Any Exhibitor who fails to comply with said policies relating to hospitality suites and/or social functions risks immediate removal from the exhibition.

Import Regulation Change-Wood Packaging Materials
Exhibitors who are importing equipment or exhibits material should be informed that a new requirement has been implemented by United States Customs and the Department of Agriculture requiring any wood packaging materials (WPM) such as pallets, crates, and boxes, used in international trade to support or brace cargo, be treated to prevent harmful insect infestations in the United States. The new regulation further requires WPM to be marked with the approved International Plant Protection Convention (IPPC) logo.

Unmarked WPM will be considered untreated and non-compliant and will be turned away if the Port Director determines it is not feasible to separate merchandise from the volatile WPM. For more information, please visit http://www.aphis.usda.gov/.

Inability to Perform
If the Management should be prevented from holding the exhibition by any cause beyond its control (such as fires, strikes, Acts of God, etc.) or if it cannot permit the exhibitor to occupy his space due to circumstances beyond its control, the Management will refund to the exhibitor the amount of the rental paid, less a proportionate share of the exposition expenses, and Show Management shall have no further obligation or liability to the exhibitor. If the exhibitor shall have made no rental payment, he nevertheless shall be obligated to pay his proportionate share of such expenses.

Installation & Dismantle of Exhibits
The Exhibit Hall’s closure date and time will be communicated in the Exhibitor’s Service Manual. Packing crates/boxes will not be returned to the exhibit Stall(s) until all visitors have left the Exhibit Hall floor and all aisle carpet has been lifted. No dollies or carts will be allowed on the floor until carpet is removed. All dismantling must be finished and all exhibit materials must be out of the exhibit area no later than the specified date and time communicated in the Exhibitor’s Service Manual or Exhibitor may be liable to a penalty. It is the responsibility of the Exhibitor to arrange for the return shipment of properly labeled exhibit material before departure. Otherwise, it will be necessary to store such material at the expense of the Exhibitor or return by common carrier at Exhibitor’s expense. The Exhibitor is responsible for notifying the respective service contractor in advance. Exhibits may not, to ANY extent, be dismantled before the specified date and time listed in the exhibitor Service Manual. Any early dismantling or packing shall be considered a breach of this
agreement and may affect future contracts. No materials may be taken out through the main entrance unless they are carried by hand. ALL exhibitor freight and display materials must enter the exhibiting facility through the Loading Docks and be handled by the General Service Contractor. All items entering through the loading docks will be considered Material Handling (see Material Handling section of the service kit for applicable charges).

**Liability and Insurance**

The Exhibitor shall save and keep harmless and indemnify ITSC and its members, officers, directors, employees and agents of and from all suits, claims, damages, loss or liability (including attorneys’ fees) arising out of any bodily loss of, or damage to, products, equipment, or decorations due to fire, water accident, theft, or any other cause while they are on the premises or in any of its outbuildings or through any act, omission or negligent conduct of the Exhibitor, its agents, employees or contractors; and said Exhibitor agrees, at its own cost and expense, to defend and protect ITSC and Exhibit Hall, their members, officers, directors, employees and agents against any and all such suits, claims, demands and expenses, including attorneys’ fees. The Exhibitor shall maintain and have in full force and affect the following insurance policies:

a.) Policies of comprehensive general liability insurance including protective liability, contractual liability and product liability coverage with a single limit of liability of $1,000,000.00.

b.) Policies of public liability and property damage insurance covering all motor vehicles owned by the Exhibitor and all motor vehicles not owned by the Exhibitor while such vehicles are being used in connection with the activities of the Exhibition with a single limit liability of $1,000,000.00. ITSC shall be named as an additional insured as its respective interests may appear in respect to all the aforementioned insurance policies. Prior to the date of the preparation of its display, the Exhibitor shall furnish to Show Management evidence satisfactory confirming the Exhibitor’s compliance in full with provisions of Section (a) and Section (b) hereof, and requiring thirty days’ notice to ITSC prior to any expiration of or change in coverage.

Exhibits and exhibit equipment are brought into the building, maintained, and removed from the building at the exhibitor’s risk. Exhibitor shall indemnify the Show Management against and hold it harmless from any claims, suits or liabilities resulting from negligence of the exhibitor in or in connection with the exhibitor’s use of exhibit space.

**Labor Rules & Regulations**

Labor rules and regulations for union labor are made by the local unions and these regulations may be changed at any time. Where union labor is required because of building or contract requirements, it will be necessary for the exhibitor to comply with the regulations.

**Lighting**

Overstatement in lighting design is to be avoided. Devices that flash, rotate, or blink (strobe lights, beacons, etc.) in an exhibit are strictly prohibited. Show Management will monitor exhibitor lighting displays and may ask that lighted displays be disabled if it becomes an annoyance to surrounding exhibitors or attendees.

**Move-out**

Exhibitor may not break down their Stall until after the show closes on the final day. An exhibitor who has not left the premises by the appointed time may be liable to a penalty. No crates may be taken out of storage and no dollies will be allowed in the hall before the carpeting in the aisles has been removed by the decorator. No materials may be taken out through the Main Entrance Hall unless they can be carried by hand (dollies are not allowed in the Main Entrance)
Music, Photographs and other Copyrighted Material
Exhibitor represents and warrants that no musical work protected by copyright will be staged, produced, or otherwise performed, via either “live” or “mechanical” means, (by or on behalf of an exhibitor) at the exposition unless exhibitor has notified Show Management of such intent and is willing to pay the associated ASCAP fees for such use. See ASCAP rules and regulations.

Noise
Disturbing noises of any kind should be avoided. Show Management will monitor noises and demonstrations and may ask the exhibitor to turn off the machine or device if noise levels become annoying to surrounding exhibitors or attendees. Use of microphones and noise enhancing devices will only be allowed if it is not disturbing to other exhibitors. Show Management reserves the right to determine whether or not an exhibitor may use such devices. At no time may the sound level exceed 70 decibels, four feet away from the source. This limit may not be exceeded by any machine, musical group or other source.

Obstruction of Aisles/Demonstrations
Exhibitors may not conduct any demonstration or activity that results in the obstruction of aisles or impedes the easy access to neighboring exhibitors’ Stalls. Demonstrations are to be straightforward, professional, and relative to the displayed product. The use of demonstrations, gimmicks, pantomimes, magicians, robots, etc., in the aisles is prohibited at all times. Products or demonstrations may be placed near the aisle provided they are inside the Stall boundaries. Equipment, including furniture, may not be in the aisles at any time. Show Management reserves the final decision on all demonstrations.

Official Contractors
Where an official contractor has been designated to perform services for an exhibitor such as the rental of furniture, erection of exhibits, electrical work, plumbing, labor, or any other service – no exhibitor or representative shall contract for such service with other than the said official contractor unless permission has been secured in writing from Show Management in advance of the event.

Operating Equipment
No exhibitor shall operate any such equipment that emits vibrations, fumes, or noise above normal conversational levels as to disturb neighboring lessees or the overall show. Management reserves the right to shut-down operating equipment on the show floor which is the source of disruption and complaints. Specific demonstrations of operating equipment can be scheduled with Show Management during off-show hours. Show Management shall strictly enforce this regulation.

Security
General perimeter show security in the facility is provided during setup, show days, and dismantle; however, the primary responsibility for safeguarding your exhibit and merchandise is yours. Security personnel will monitor the Exhibit Hall at opening and closing each show day. Only exhibiting personnel will be allowed in the hall during pre-show hours. After the exhibit area closes, the doors will be locked, and if applicable, the area will be patrolled by a roving security guard. Access during pre-show hours will be controlled by a badge checker. Arrangements to enter the Exhibit Hall prior to one (1) hour before show opening can be made through Show Management. Please report any thefts or damages immediately to both Security and Show Management. While
Show Management will exercise reasonable care in safeguarding your property, neither Show Management, the facility, the security contractor, nor any of their officers, agents, or employees assumes any responsibility or liability for loss, damage, or theft. Exhibitors should therefore include in, or have a rider attached to, their insurance policies covering their merchandise during shipment to the exposition, the exposition period, and the return shipment from the exposition.

**Smoking**  
This is a non-smoking building, and smoking is therefore not permitted in the Exhibit Hall, restrooms, corridors, etc.

**Solicitation**  
Soliciting allows those individuals and companies who do not exhibit at the show to take advantage of the benefits. It also takes buyers' attention away from your products and encourages buyers to leave the show floor. We need your help to stop these practices. Companies are not allowed to solicit business in the trade show aisles or other public areas of the show, in another company's Stall and/or representing their services or soliciting participants for activities which conflict with the show. Additionally, Show Management does not permit the distribution of literature or marketing materials of any kind on the trade show floor without having purchased Stall space. Please note that any exposition participant, who is observed to be soliciting any business in the aisles or other public space, including another company's Stall, is in violation of the Exhibition Policy and will be escorted from the show. Additionally, conducting meetings with exposition participants off the show floor (in hotels, restaurants, parking lots and other venues) without having purchased Stall space is a violation of the Exhibition Policy and will not be tolerated. We are committed to supporting our exhibitors. Please contact a Show Management representative or stop by the Show Office to report any violations that you observe.

**Sound**  
Levels may not exceed 70 decibels, four feet away from the source. This limit may not be exceeded by any machine, musical group or other source.

**Storage**  
Included in space rental is the storage of packing boxes and crates during the exhibit. Wherever possible, crates and boxes will be stored under cover. If it is necessary for outside storage, Show Management will endeavor to cover the packing boxes and crates with tarpaulin or other material. However, Show Management assumes no responsibility for damage or loss of boxes or crates. No storage is permitted behind the exhibitor Stall/draping.

**Subletting of Space**  
The exhibitor shall not assign, sublet, or apportion the whole or any part of the space as assigned or have representatives, equipment, or materials from other firms than his own in the exhibit space without written consent of Show Management. In the name of company divisions or affiliates, only one division or affiliate shall be considered the exhibiting company. Multiple divisions or affiliates will not be identified separately on signs and/or printed materials without previous permission from Show Management.

**Union Jurisdiction**  
If applicable, please read the Union Jurisdiction information in the Exhibitor Service Manual.
Utility Areas
Utility areas, located behind every Stall (with the exception of island configurations and some perimeter locations), are to be left completely free and clear at all times in accordance with the Fire Marshal regulations. Any items (empty or full) found in the utility area will be sent to empty storage. Additionally, exhibitor may be given – and will be held responsible for, a citation and/or fine from the Fire Marshal.

Utilities
It is mutually understood and agreed that Show Management shall use proper and reasonable care to have all utility services installed in time for the opening of the show. Proper and reasonable care shall be taken to prevent the interruption of these services during the exposition. However, Show Management shall not be held responsible for late installation or interruption of any service that may occur. Please note that utilities such as electric, gas, plumbing, etc., are not included in the exhibit rental fee and must be ordered separately if needed.
RENTAL PRICE LIST
RENTAL PRICE LIST

DEADLINE: 30. APRIL 2020

MA 05
Carpet Rips
2.0 m wide
incl. film for protection and orderly disposal

sqm € 14,80

MA 06
Velour Rips
4.0 m wide
incl. film for protection and orderly disposal

sqm € 28,50

MA 08
Substructure
flake board 19 mm
incl. orderly disposal

sqm € 8,40

MA 11
Laminate 8mm
incl. film for protection and orderly disposal

sqm € 24,90

MA 12
Aluminium bracket
for flake board 19 mm & floor cover

Ifm € 5,80

MB 01A
Wall element
Panel white/white
H 2500 mm

Ifm € 37,20

MB 01 D
multiplier for oversized booth height
H 3.0 m → € x 1,3
H 3.5 m → € x 1,8
H 4.0 m → € x 2,0
H 5.0 m → € x 2,5

Ifm

MB 02
Wall element
one side filling coloured foil
H 2500 mm

Ifm € 79,30

The customer gives hereby the order to the contractor and accepts the terms and conditions of SYMA SYSTEM GmbH.

30% Last Minute Surcharge for all orders placed after the deadline.

Please consider our general terms of payment and delivery.

Contact: office@syma.at, T: +43 2245 2497 0, www.syma.at
RENTAL PRICE LIST

DEADLINE: 30. APRIL 2020

MB 06 A  
Acrylic glass element  
clear, H 2500mm  

pc. € 162,50

MB 09  
Wall element for exhibit objects  
thickness 16 mm, white/white  
H 2500 mm  

Ifm € 80,80

MB 14  
Wall element  
boarded 3 mm  
one side colored  
H 2500 mm, incl. headwall  

Ifm € 71,30 / € 100,40

MB 17A  
Rasterwall  
H 2500mm - 3000mm  

Ifm € 49,30 / € 67,20

MB 40A  
Door element lockable  
Panel and fascia white  
1000 x 1980 / H 2500 mm  

pc. € 143,30 / € 197,40 / € 363,30

MB 50 A  
Curtain grey  
Fascia white  
1000 x 1980 / H 2500 mm  

pc. € 71,00 / € 78,30

MB 60  
Ceiling raster element  
open  
1000 x 1000 mm  

sqm € 20,70

MB 74  
Beam fascia  
white  
panel height 240mm  
total H 400mm  
(without lettering)  

Ifm € 25,40

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DEADLINE: 30. APRIL 2020

MB 98
Aluminium support profile
30 x 30 mm
H 2500 mm.

pc. € 10,70

MB 99
Aluminium rectangular profile
30 x 100 mm
For rater and spots

Ifm € 10,70

MB 170
XWall element
headwall straight and smooth

sqm € 43,70 / €119,00

MC 10
Podium
1000 x 500 mm
top and sides white

Height
O 500
O 750
O 950

pc. € 72,60

MC 12
Podium
1000 x 1000 mm
top and sides

Height
O 500
O 750
O 950

pc. € 82,90

MC 20 A
Info desk
1000 x 500 mm, H 1150 mm
panels white, backside open
one shelf H=140mm,

pc. € 102,80

MC 20B
Info desk
1000 x 500, H 1150 mm
panels white, backside with lockable sliding door,

pc. € 127,50

MC 26 A
Info desk
front backside
1100 x 500mm, H 1100 / 950mm
top and sideboards anthracite
2x neon tube 30W

pc. € 349,20

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DEADLINE: 30. APRIL 2020

MC 27 A
Bent info
Frame beech
size of acrylic glass: 1997 x 1144mm, opal
3mm 2010 x 650mm, H 1170/650mm
6x neon tube-38W
top and sideboards anthracite
Optional open / optional side doors lockable
+€ 20.00 per side door

pc. € 624,40

MC 28B
Bar stool "Sit-up"
frame chrome, 620 x 520 x 990mm
(height of seat: 760mm
resin seat
pearl white coloured

pc. € 60,60

MC 28W
Bar stool LEM
frame chrome, seat white
adjustable

pc. € 76,40

MC 32
Conference table Quadro
desk top MAX
frame aluminium
790 x 780 mm, H 720 mm

pc. € 34,00

MC 33
Conference table RECDRO
desk top MAX
frame aluminium
1300 x 780 mm, H 720 mm

pc. € 49,00

MC 39 HE
High table (Stand-up)
desk top ø 600mm
ivory white
legs aluminium, foldaway.
H 1150 mm

pc. € 89,90

MC 39HG
High table
desk top ø 600 mm, glass
legs aluminium
H 1150 mm

pc. € 119,40

MC 39 NE
Coffee table (Sit-down)
desk top ø 700 mm
ivory white
legs aluminium, foldaway
H 740 mm

pc. € 89,90

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# RENTAL PRICE LIST

**DEADLINE: 30. APRIL 2020**

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Specifications</th>
<th>Price per Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC 39 NG</td>
<td>Coffee table</td>
<td>Deck top - 600, glass opal H 720 mm</td>
<td>€ 119.40</td>
</tr>
<tr>
<td>MC 39 CO</td>
<td>Couch table oval</td>
<td>Deck top glass frame chrome H 400mm</td>
<td>€ 152.70</td>
</tr>
<tr>
<td>MC 40</td>
<td>Conference chair with arm sets</td>
<td>Shell (dark brown), seat and back cushioned with black leather, 600x400x690mm (HxWxD), height of seating 490mm, legs chrome coated</td>
<td>€ 71.50</td>
</tr>
<tr>
<td>MC 41 A</td>
<td>Conference chair</td>
<td>Tissue black (cushioned), 770x520x640mm (HxWxD), height of seating 440mm, legs chrome coated</td>
<td>€ 26.30</td>
</tr>
<tr>
<td>MC 42 S1</td>
<td>Leather single armchair</td>
<td>Black, square shaped, 640x720x670mm (WxDxH), height of seating 360mm, front legs chrome</td>
<td>€ 89.30</td>
</tr>
<tr>
<td>MC 42 S2</td>
<td>Leather Fauteuil 2-er</td>
<td>Black, square shaped, 1200x720x670mm (WxDxH), height of seating 380mm, front legs chrome</td>
<td>€ 170.60</td>
</tr>
<tr>
<td>MC 50</td>
<td>Table showcase</td>
<td>Glass case H 200 mm lockable, ext. dimensions: 900x610 mm H 1015 mm</td>
<td>€ 142.90</td>
</tr>
<tr>
<td>MC 51</td>
<td>Showcase with cabinet</td>
<td>Lockable 1000 x 500 mm H 990 mm, glass case H 200 mm cabinet can be locked separately</td>
<td>€ 162.90</td>
</tr>
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RENTAL PRICE LIST

DEADLINE: 30. APRIL 2020

MC 53
Showcase with cabinet
incl. one shelf, glass case H 1000 mm, cabinet lockable
1000 x 500 mm, H 2050 mm
pc. € 275,40

MC 55A
Showcase
500 x 500 mm / H 2050 mm
carcase closed, incl. 2 shelves white
pc. € 213,30

MC 56
Extra glass shelf
for Showcase MC53 and MC54 (W=1000mm)
or MC55A and MC55B (W=500mm)
pc. € 34,90 / € 25,50

MC 60
Refridgerator
130 l door fastened right
590 x 610 mm, H 850 mm
130 W (without installation)
pc. € 83,80

MC 61
Kitchnette grey
(without installation)
Sink and boiler
Fridge 970x 620 mm, H 970mm
2.0 kW
pc. € 297,30

MC 70
Cabinet with sliding doors
lockable, one shelf, white
1000 x 500 mm / H 950 mm
pc. € 84,50

MC 71
Cupboard
white, 5 shelves
1000 x 500 mm / H 2050 mm
pc. € 74,60

MC 74
Clothes hook
3 or 5 coat hook, 970 mm wide
O 3 coat hook
O 5 coat hook
pc. € 21,80

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RENTAL PRICE LIST

DEADLINE: 30. APRIL 2020

**MC 80A**  
Shelf board  
Light grey  
1000 x 300 mm, horizontal  

pc. € 23,10

**MC 80 B**  
Shelf board  
Light grey  
1000 x 300 mm, 45 degree  

pc. € 23,10

**MC 83 E**  
Brochure display stand  
Clear acrylic glass, 3 boxes, A4 upright format  
W 220mm / H 1540mm  

pc. € 58,10

**MC 85 A**  
Brochure displays  
Acrylic glass clear, A4 upright format  

pc. € 17,50

**MC 90**  
Wastepaper basket  

pc. € 7,70

**Plant bowl with bamboo sticks**  
Bowl of decor open  
W 270mm, H 400mm white  

pc. € 153,50

**MD 20**  
Spot SYMA-Solo  
Incl. illuminant  

pc. € 37,40

**MD 22**  
HQI 70W arm spot  
Arm length 500mm, highly efficient reflector with a wide angle of radiation, rotatable chrome box, incl. illuminant (OSB HDTG)  

pc. € 64,10

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<tr>
<td>MD 70 C</td>
<td>HQI spotlight, 70W, square, white box, adapter for conductor, incl. filament, light intensity comparable to 300 W Halogen</td>
<td>€ 84.10</td>
</tr>
<tr>
<td>MD 50</td>
<td>Triple plug socket, incl. mounting plate</td>
<td>€ 33.20</td>
</tr>
<tr>
<td>ME 06</td>
<td>4C-print on stretch fabric, as per data provided, incl. tailoring, excl. frame</td>
<td>€ 75.30</td>
</tr>
<tr>
<td>ME 05</td>
<td>4C-print, as per data provided, incl. lamination</td>
<td>€ 56.80</td>
</tr>
<tr>
<td>ME 01</td>
<td>Facia beam lettering, on white board, 20 letters, black, Text:</td>
<td>€ 96.80</td>
</tr>
<tr>
<td>MZ 01</td>
<td>Assembly</td>
<td>€ 58.10</td>
</tr>
</tbody>
</table>

On demand, we would like to offer you individually achievements out of our pricelist-achievements (such as coloured light elements...).

The customer gives hereby the order to the contractor and accepts the terms and conditions of SYMA SYSTEM GmbH.

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Contact: office@syma.at, T: +43 2245 2497 0, www.syma.at
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 Woltersdorf, FN 60874a, "SYMA", only the following terms apply. Any differing 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. Offers and offers
All offers are non-binding until 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 1.5) 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.

2. Compensation 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.

2.5. 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.

2.6. Compensation and liability
SYMA is in all considered cases, with the exception of personal injuries, solicited 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.

2.7. 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 sub-sequent 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 regard.

2.8. 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 where insolvencies or collection proceedings are imminent, applied for, opened or rejected due to lack of assets.

2.9. 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 Woltersdorf. The competent court for civil matters at SYMA's corporate seat shall have exclusive jurisdiction to settle any disputes.

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 chargeable additionally for packaging, delivery, handling, insurance, customs duty, 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
Payment on account in the amount of 50% of the order value must be made within 10 days of order placement. From initial orders, the remaining amount to have been paid not later than by goods acceptance, and is otherwise due within 14 days from the date of invoicing with a 2% cash discount and without 1% discount 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.

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 contractual prohibition 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 up in the exhibition stand. From this point onwards the customer is liable for any harm or fault, 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, 50% of the order value is charged as cancellation fee. In case of a withdrawal within 4 weeks from the agreed date of the order, 70% of the agreed 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.

3.9. 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.

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 confirmed 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 for material damage and immediately after the opening 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, § 524 Austrian General Civil Act (“Allgemeines Bürgerliches Gesetzbuch”) does not apply. For compensation claims section 1.6 applies.

2.8. Withdrawal by the customer
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 date of the order, 70% of the agreed 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.

4. DESCRIPTION OF THE ORDER

4.1. Conditions

4.2. Service

4.3. Quality

4.4. Delivered goods

4.5. Scope

4.6. Amendments

4.7. Payment

4.8. Delivery

4.9. Insurance

4.10. Additional costs

4.11. Warranty

4.12. Liability

4.13. Termination

4.14. Other terms and conditions

4.15. General terms and conditions

4.16. Data protection

4.17. Language

4.18. References

4.19. Legal foundation

4.20. Miscellaneous