



CELEBRATING 25 YEARS

1985 - 2010



International Society for Quality in Health Care
The 27th International conference

10th – 13th October 2010
Marriott Rive Gauche Hotel, Paris, France

Exhibitor Technical Manual

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1. GENERAL INFORMATION

Exhibition Office

ISQua 2010 c/o COLLOQUIUM

12, rue de la Croix Faubin
 F - 75557 PARIS Cedex 11
 Phone: +33 (0)1 44 64 15 15 | Fax +33 (0)1 44 64 15 16
 Vanda WILLIAMSON | v.williamson@clq-group.com

Venue

The 27th International Conference will be held at.

Marriott Paris Rive Gauche Hotel & Conference Centre
 17 boulevard Saint-Jacques
 75014 Paris – France

Time Schedule

| | | |
|--|-------------------------------------|---|
| Set-up for Exhibitors ¹ | Sunday, 10 th October | 8.00am to 5.00pm |
| Exhibition opening hours ² | Sunday, 10 th October | 6.00pm to 8.30pm: Welcome reception in the exhibition |
| | Monday, 11 th October | 7.30am to 6.00pm |
| | Tuesday, 12 th October | 8.00am to 6.00pm |
| | Wednesday, 13 th October | 8.00am to 4.00pm |
| Dismantling ³ | Wednesday, 13 th October | 4.00pm to 8.00pm |

If you or your booth builder need to set up earlier, you have to request the permission from the General Installer (D&P Architecture de Communication, see contact [page 19](#))

- ¹ Any material delivered before the time indicated for beginning installation will be turned away. It is compulsory for booth disassembly to be carried out at the set date and time.
- ² Exhibitors must have finished their installations and their products must be installed before the exhibition opening
- ³ Dismantling and move-out must be done imperatively at the indicated date. Exhibitors must leave the location used in the same condition as before installation and respect the schedule here indicated. Extra hours of occupation will be invoiced to the exhibitor, without prejudice.

Delivery

Exhibitors or a designated representative must supervise shipping, handling, and receiving of their shipment at all times on site. Delivery release papers may not be signed by any other unauthorized party.

All cartons should be marked:

ISQua
 Stand Nb.....
 Exhibiting Company :.....
 Level 0, Rives de Seine
 Marriott Rive Gauche Hotel – 17 boulevard Saint-Jacques – 75014 Paris – France

Local and Site Regulations

Exhibitors shall abide by the local and site regulations with respect to law and order, safety and security. The Organiser will take appropriate action against those who do not comply with the regulations. The Organiser has the authority to demand removal/change or cancel participation of any structure which is not in accordance with the Congress rules. The decision of the Organiser will be final and binding.

Access to the exhibition

Badges giving access to the exhibition area will be given ON SITE to the booth manager. Please send your badge order form to Colloquium **before 21th of September 2010** using the **Badges Order Form, page 25**. All representatives of exhibiting firms must register as an exhibitor and wear the official exhibitor's badge for admission to and while in the exhibition.

A company's own badge or business cards will NOT be accepted in lieu of the official badge. Exhibitors may not deface or mark registrant's badges in any manner. Affixing stick-on items, punching, stamping or marking badges is NOT permitted. Individuals who do not have badges will NOT be admitted into the exhibit areas.

Insurance

The signatory renounces to take recourse against the Organisers or against the owners of the premises and undertakes to underwrite insurance policies covering all the risks incurred by the material exhibited (theft, damage, etc...) along with public liability covering the permanent or occasional staff employed by the company, members of the public or any person whatsoever present at the Forum. In any case, insurance protection will NOT be given to the exhibitors by the Organiser.

The period of liability of the Exhibitor shall be deemed to run from the time the exhibitor or any of his staff, agents or contractors first enter the exhibition hall and to continue until all his exhibits and property have been removed. The exhibiting firms, physical or moral representatives acting on their behalf agree to renounce any possible legal action against:

- **Colloquium S.A.**
- The organising committee of **ISQua: International Society for Quality in Health Care**
- The **Marriott Rive Gauche Paris Hotel**
- Company **D&P Architecture de Communication**
- Company **ESI**
- The city of **Paris**
- French government
- Their insurance agents
- And their staff, employees and/or persons under their responsibility.

Declaration of theft:

Commissariat de Police du 17^{ème} Arrondissement
Quartier des Ternes - 3, avenue Gourgaud
75017 PARIS
Tel: +33 (0) 1 44 15 83 10

Force Majeur

In the event of force majeure, the exhibition dates may be changed or the latter may be purely and simply cancelled. In the last event, the disposable funds after payment of expenses will be shared between exhibitors in proportion to their payments without it being possible to take recourse against the Organiser.



2. EXHIBITION OFFICIAL RULES & TECHNICAL REGULATIONS

Booth Occupation

Unless otherwise agreed in writing by COLLOQUIUM, exhibitors are not authorised to sublet, share or transfer their booth. Individual booth decoration is carried out by exhibitors under their own responsibility (even if the Exhibiting Company uses the services of a Display House), and according to the conditions indicated in the specification document. Exhibitors are to have finished their installations and their products are to be installed before the exhibition opening.

- It is formally forbidden to set up a dividing partition, even glaze, of a length superior to a third of the façade of the smallest booth face to face.
- No projection, fixed or mobile, is authorized except on the booth surface.
- Brochures, catalogues, give-aways are to be distributed only by exhibitors on their own booth. The Organiser reserves the exclusive right to billposting on the premises of the event. ONLY official Congress documents issued by the Organiser can be distributed in the aisles and in the public areas.

Exhibitors are recommended:

- Not to leave their booths unattended while visitors are still in the hall
- To be present at their booths during assembly and disassembly and to receive their deliveries
- In spite of the presence of night watchman, Colloquium declines responsibility in the matter of theft, losses and damages that may occur.
- Exhibitors are to leave the locations used in the same conditions in which they were found initially. It is prohibited to nail, screw or stick items on the structure. Any deterioration may be invoiced to the exhibitor.
- It is absolutely prohibited to carry out:
 - Works affecting smoke, water or compressed air ducts electric or telephone circuits, water or waste pipes, elevators, lifts and pipelines.
 - Drilling of holes for posting or sealing
 - Removal of doors, aerials etc...

Repair of damages subsequent to the non-observance of the above clauses will be entirely at the exhibitor's expense. The "pull and release" (RIA) levers installed to clear the halls of smoke are to remain accessible to the safety forces at all times.

Official Stand Builder

D&P Architecture de Communication has been appointed as the official booth builder.

D&P Architecture de Communication

26-28 rue du Chemin Vert

78610 Le Perray-en-Yvelines - France

Tel: + 33 (0)1 34 84 21 68 – Fax: + 33 (0)1 34 84 84 85

Email: exhibitors@dparchi.com - Web: www.dparchi.com

A modular booth is provided by the Official Booth Builder. Exhibitors, who do not wish to have this modular booth, can use the services of D&P or an outside contractor. (Please see in chapter 7 - Shell Scheme confirmation/Booth builder form)

Booth Height

The set height for each booth is 2.50 meters (false floorings included) - exhibited material must not to be higher.

WARNING **Maximum height: 2.50 m**

All installations of material higher than 2.50 meters WILL BE REJECTED.

Dimension and booth height:

- Panel measurements:
 - Width: 0.94 m (overall width 0.97 m)
 - Height: 2.25 m (overall height 2.40 m)
- Maximum booth height: 2.50 m
- Signal / sign / logo / abbreviation:
 - Surface: signal projection on the ground must not exceed a 10 % of the total booth surface.
 - Position: the signal must be situated on the surface, at least one meter from the booth's borders
 - Height: maximum height of this signal is 3.00 m.

No projection, fixed or movable is authorized except on the surface of the booth.

Façade line

It is strictly forbidden to build up a wall, even in glass, longer than one third of the façade of the opposite booth.

IMPORTANT:

Exhibitors are highly recommended not to bother their neighbours with bulky furnishing or decoration or sound. In case of litigation, the organisation committee will make the necessary decisions.

Floor capacity resistance: **500 kg/m²**

Exhibitors must take into consideration the exhibited material as well as maintenance.

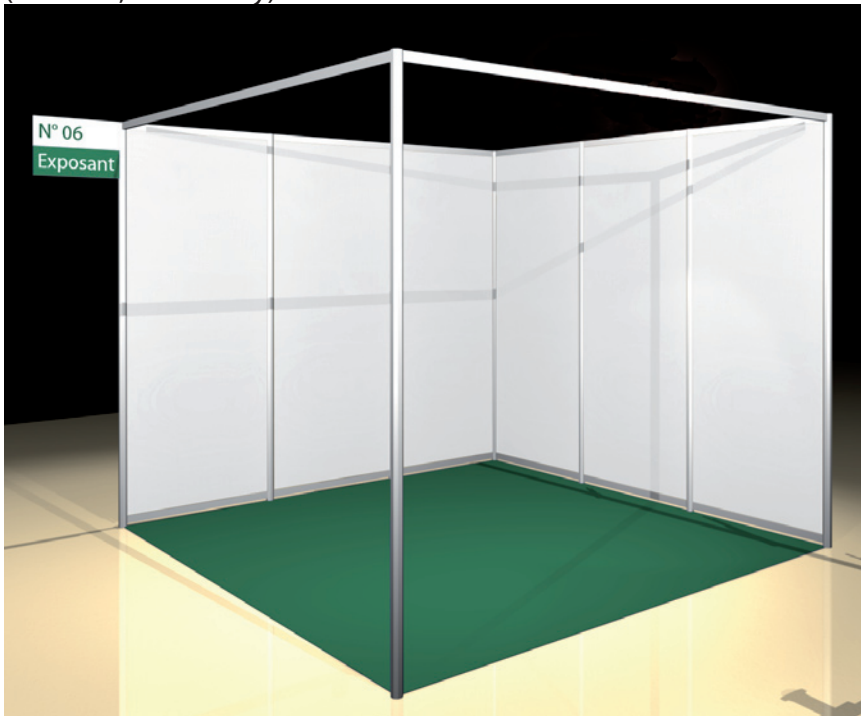
Shell Scheme Booth

Specification

- white aluminium structure
- white panels (side and back)
- green carpet
- 1 flag sign (exhibitor's name with booth number)
- 3 kW electricity supply
- power socket
- 2 spotlights
- 1 table and 2 chairs

Image

(3D view, not reality)



Options

All options below are available on-line, see [page 25](#):

- storage
- spots lights
- signs
- carpet
- furniture
- plants
- coffee
- water
- fridge
- ...

Booth Floor Plan

In order to valid your project, your booth plan should **reach D&P Architecture de Communication, before September 17th, 2010**, at : exhibitors@dparchi.com

D&P will confirm to you the validity of your floor plan. Without this confirmation, the Organiser and D&P will not bear any responsibility in the case of non conformity with the general regulation of the exhibition and the specification document of the Marriott Rive Gauche Hotel.

Should you use the service of an outside booth builder, please do not forget to forward them this document. If all conditions are not respected, the contract signatory is the one responsible for the complete execution of the works.

Services

Badges

As exhibitor, your company benefits from 2 personalized exhibitor badges for 2 persons from your company who will staff the booth during the exhibition opening hours (giving full access to the exhibition area and coffee breaks.

Exhibitor Badges will mention full name and Company name

To order exhibitor badges please fill in the Exhibitors Badges Form you will find in chapter Order Forms.

Please send your excel "Exhibitor badges form" to isqua2010@clq-group.com or fax it +33 (0)1 44 64 15 16.

Deadline: September 21th, 2010

After this date no changes/orders will be accepted except the on-site orders.

Access to the exhibition is authorized on presentation of a badge issued by the congress organisers.

Exhibitors' badges will not be mailed in advance and will be ready for pick-up onsite at the Registration desk.

Please collect your badges before the opening, to have access to the exhibition.

Telephone And Internet

These may be booked through the Marriott Rive Gauche. Please refer to the chapter Contractors for contact details.

Audio-Visual, Computer And Office Equipment

These may be booked through the official contractors. Please refer to the chapter Contractors for contact details.

Catering

These may be booked through the Marriott Rive Gauche. Please refer to the chapter Contractors for contact details.

Hostesses / Receptionists

These may be booked through the Marriott Rive Gauche. Please refer to the chapter Contractors for contact details.

Cleaning

No cleaning services will be provided on your booth.

These may be booked through D&P Architecture de Communication. Please refer to the chapter On-Line Reservations for details.

Security

Only official badges are authorized in the exhibition hall. The watchman will be assured by the Organiser within the exhibition premises. This does not cover each booth individually. You can order private security from the official contractor only.

This security service will be operational on the nights of **10th October to 13th October 2010, from 7:00pm to 7:00am.**

Exhibitors are recommended:

- Not to leave their booths unattended while visitors are still in the hall,
- To protect and lock their exhibiting material, before the closing.

Repair of damages subsequent (during night and day) to the non-observance of the above clauses will be entirely the responsibility of the exhibitor.

You can also order private security for your booth from the official contractor only. Please see the chapter Contractors.

Vendôme Sécurité Services is at the exhibitor's disposal to advise and to inform on security service.

- private security of your booth
- vehicle security
- Security service during a reception and/or an evening

Social Functions

Please inform the Organiser of all sponsored social functions during ISQua 2010.

Photographer

The taking of photographs is permitted only before the opening of the exhibition, and during the congress only on your own booth.



3. ACCESS, DELIVERY & STORAGE

Getting to Marriott Rive Gauche Hotel and Delivery

| | |
|---|--|
| Delivery Address: 2 rue Ferrus - 75014 Paris | Hours Monday to Friday, 7am to 5pm |
| Access 1st basement Maximum height: 2m80 | Contact Tel: +33(0)1 40 78 96 57 (or 56 / or 55) |

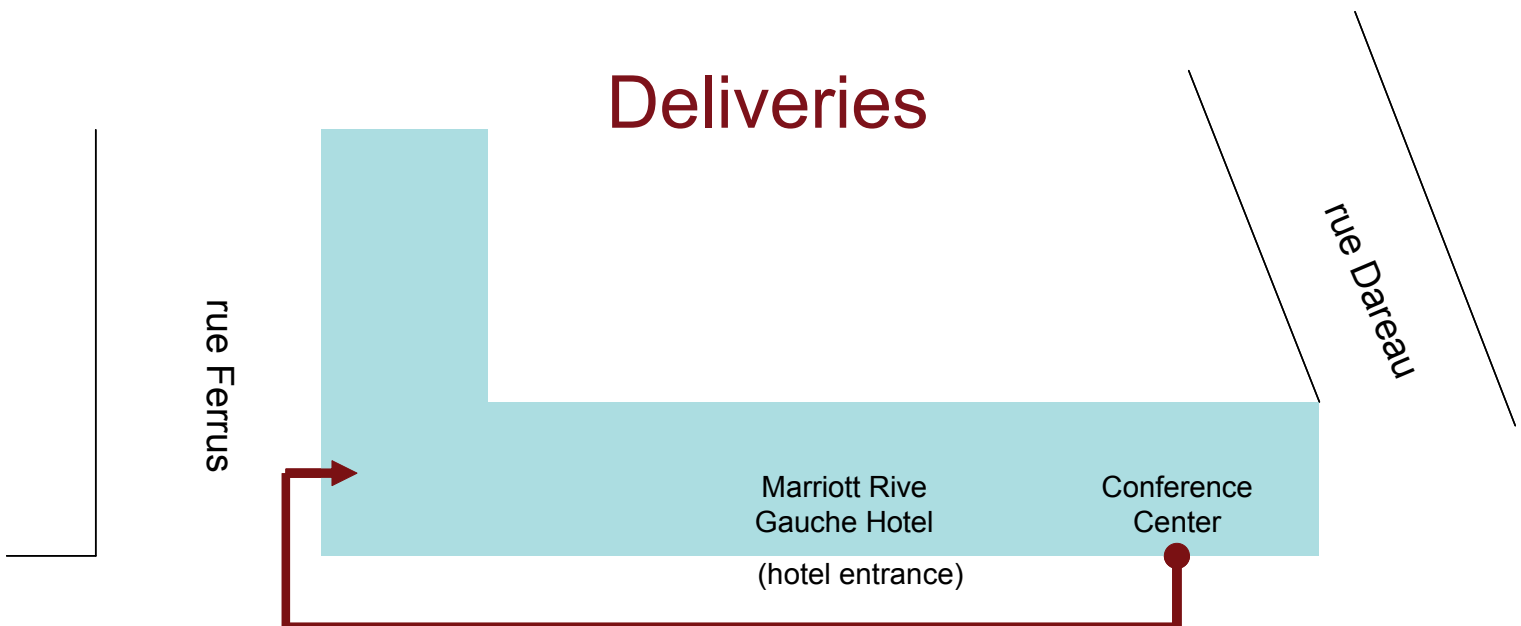
Remember

ISQua
 Stand n°.....
 Exhibiting Company :.....
 Level 0, Rives de Seine
 Marriott Rive Gauche Hotel – 17 boulevard Saint-Jacques – 75014 Paris – France

Marriott Hotel doesn't provide any delivery equipment.



Deliveries



Crate Removal & Storage Of Package

For compulsory safety reasons, there are no amenities for the storage of packages in the exhibition hall. It is compulsory for exhibitors to foresee they are removed before the opening on October 10th, 2010 6:30pm

Exhibitor may apply to the official contractor [ESI](#). Please refer to [Chapter 5](#) for contact details.

Freight Forwarder, Customs Handling & Shipping Agent

Each exhibitor is to carry out the necessary customs formalities on materials and products from abroad.

Colloquium will be not held responsible for the difficulties which may be encountered during these formalities.

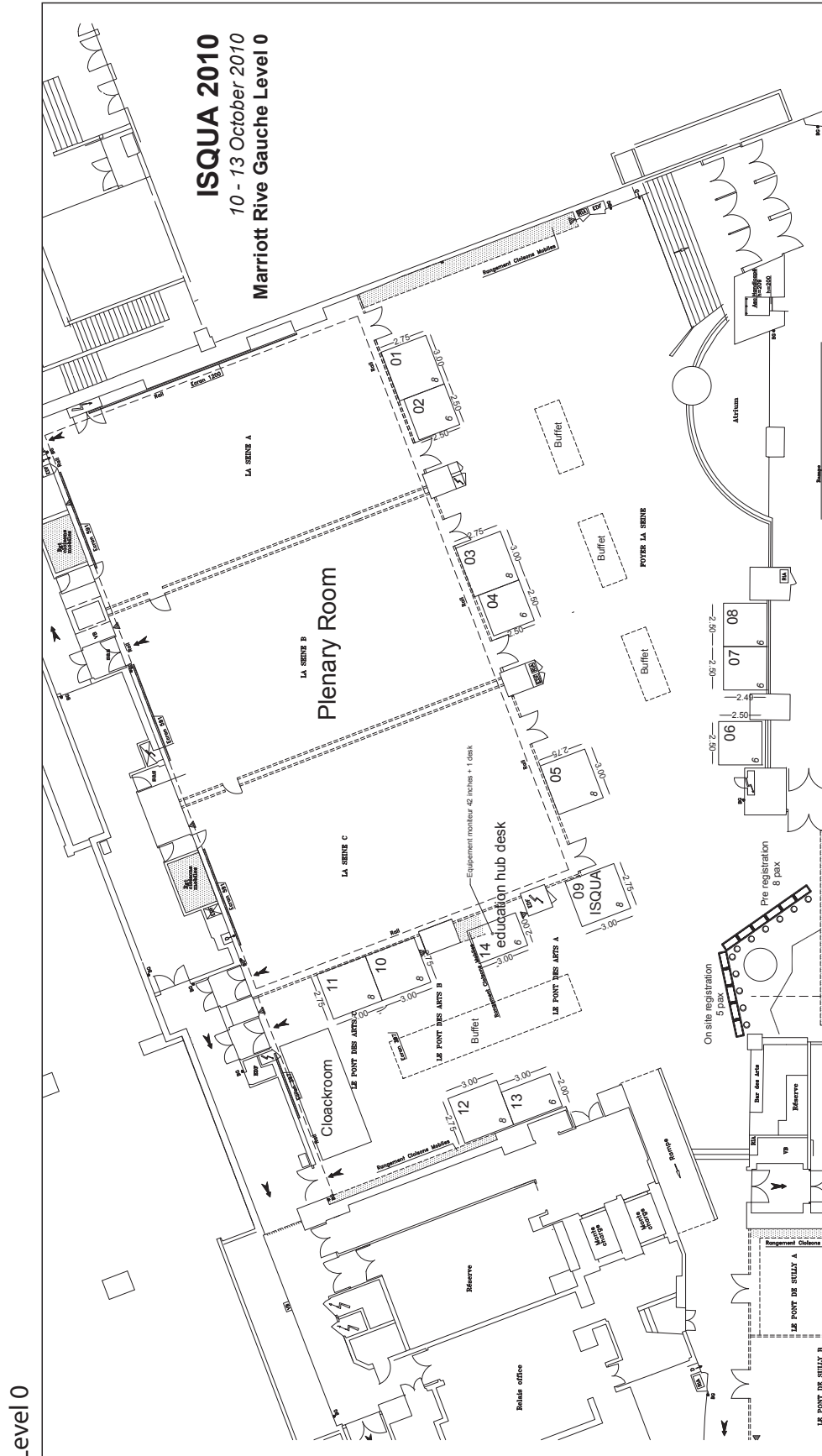
Handling of the exhibited material is at the exhibitor's own expense.

Exhibitor may apply to the official contractor [ESI](#). Please refer to [Chapter 5](#) for contact details



4. FLOOR PLANS

Exhibition Floor Plan





5. CONTRACTORS

Exhibitors badges

Colloquium

Vanda WILLIAMSON | Project Manager
v.williamson@clq-group.com

Colloquium Paris
12, rue de la Croix Faubin
F-75557 Paris cedex 11

Phone: +33 (0)1 44 64 15 15
Fax: +33 (0)1 44 64 15 16

General Installer

Booth Structure, decoration, set-up, dismantling, furniture, plants, lights, booths plans, validation

D&P Architecture de Communication

26-28 rue du Chemin Vert
78610 LE PERRAY-EN-YVELINES
FRANCE

Tel: +33 (0)1 34 84 21 68
Fax: +33 (0)1 34 84 84 85
Email: exhibitors@dparchi.com

On-site handling, storage, freight

ESI

M. Christian BRICE

32 rue Jacques Robert
Le Thillay
95508 Gonesse cedex-France

Phone: +33 (0)1 39 92 87 88
Fax: +33 (0)1 39 88 98 27
Email: esi@exposervices.fr

Venue services (Electricity power, Cleaning, Phone, Fax, Internet, Catering Services)

Marriott Rive Gauche Hotel

Faruk SAFA

17 Boulevard Saint Jacques
75014 Paris - France

Phone: +33 (0)1 40 78 79 03
Fax: +33 (0)1 40 78 78 05
Email: faruk.safa@marriotthotels.com
Web: <http://www.marriott.com/>

AV/IT Equipment

BSI

429 rue Gabriel Peri
92700 Colombes

Phone: +33 (0)1 47 86 34 65
Fax: +33 (0)1 47 84 35 23
Email: info@bsinter.com

Hostess

Team Solution

12, rue de la Croix Faubin
75557 Paris Cedex 11
France

Phone: +33 (0)1 44 64 14 53
Email: v.lombard@team-solution.com

Fiscal Services for VAT reclaim

TEVEA INTERNATIONAL

Contact: Mrs Christel Lämmermeyer

64 Rue du Ranelagh
75016 PARIS
FRANCE

Phone: +33 (0)1 42 24 96 96
Fax: +33 (0)1 42 24 89 23
Email: mail@tevea.fr
Web: www.tevea-international.com

Non-official contractors

A non official contractor is any individual who is not a full time permanent employee of an exhibiting company and who is providing a service to an exhibitor on-site and who does not represent one or more of the official-contractors.

The Exhibiting firm using a non-official contractor (ex: an outside decorator) must inform the organisers. In any case, it is the responsibility of the exhibitor to see that each representative of a non official contractor abides by the Official rules and regulations of this document and of the overall exhibition.



6. REGULATIONS

Safety Rules

Fire safety precautions at trade fairs and exhibitions

- 1- General Instruction And Special Provisions Relating To Site Usage
- 2- General Safety Measures (Behaviour During Different Events)

1. GENERAL INSTRUCTIONS AND SPECIAL PROVISIONS RELATING TO SITE USAGE

Important comment:

The conference center's entrance hall and the passageways of the atrium next to the escalators may not, under any circumstances, be treated as an exhibition space.

Le Patio restaurant may not be set up for the use of exhibitors under any circumstances.

1.1 - General instructions regarding safety installations

- Respect the walkways towards the different exits. The width of the passageways leading to the exits must be at least equal to the width of the corresponding exit.
- Never hide or block an emergency exit. Never hide the safety lighting in the lounges or the lighting which indicates the direction of the exits or the luminous signs pointing out the exits.
- Never hide electrical equipment boxes or other technical installations situated within the different rooms.
- Do not interfere with the smoke extraction systems by covering the fresh air vents situated in the lower part of the walls of the rooms.
- Do not create installations exceeding 2.5 m in height in order not to interfere with the proper functioning of the fire detection and automatic sprinkler system installations.
- Leave all means of fire alarm and fire fighting clearly visible and **completely unobstructed**.
- In case of emergency, alert the central safety post. Users may do this by:
 - phoning at the number : 18 18
 - the intercoms at manual call points.

In addition, a permanent on-site Safety Department will be present and will be connected to the central safety post by walkie-talkie

1.2 - Use of the site for temporary exhibitions

Preliminary remark:

Although the establishment is classed as a high rise building, temporary exhibitions are covered by type T rules for public access buildings.

The organiser must appoint a safety representative who will ensure that safety regulations are implemented.

Stand access and exits:

In principle, exhibition stands are pictured as being largely open. However, it sometimes occurs that exhibitors prefer to be isolated in stands which are as closed if possible. In this case, the stands must have direct exits onto the walkways. Their number and dimensions depend upon the stand's area :

| | |
|---------------------------------------|-----------------------------|
| Stands of less than 20 m ² | 1 exit (0.90 m) |
| Stands of 20 to 50 m ² | 2 exits (0.90 m and 0.60 m) |
| Stands of 51 to 100 m ² | 2 exits (0.90 m) |
| Stands of 101 to 200 m ² | 2 exits (1.40 m and 0.90 m) |
| Stands of 201 to 300 m ² | 2 exits (1.40 m) |

Exits must be clearly marked with a sign saying "SORTIE" in clearly visible white letters on a green background.

Fireworks and pyrotechnics:

All effects created by pyrotechnical generators and loud explosions, explosions with sparks, flames or smoke are strictly forbidden.

Dangerous products:

- **Compressed gas:** Air, nitrogen and carbon dioxide are permitted. Other gases are strictly FORBIDDEN.
- **Inflammable liquids:** All inflammable liquid containers introduced into the stands must be empty (paint or varnish tins, bottles of perfume, aerosol sprays etc).
- **The exposure of motor vehicles is prohibited.**
- **Radioactive products:** Must be previously authorized.
- **Operating machines:** Must be declared thirty days prior to the event or exhibition in three different samples.

Storage of materials:

Packaging and merchandise which could feed a fire must not clutter up the booths of the stands. Exhibitors must take care only to include the packaging and products necessary for that day. They must clean their stands or have them cleaned every day and remove any empty packaging.

Floral decorations:

With the exception of lounges and stands specifically for floral activities, plants and flowers made of plastic or paper are forbidden. Those made of natural fibre fabrics are tolerated only if they are fireproofed. Natural plants and flowers may be used, and preferably planted in soil which is kept moist.

Fireproofing:

Fireproofing can improve the quality of materials which are in their normal state averagely or easily inflammable.

Fireproofing can be carried out by:

- spraying with a special liquid,
- the application of a special paint or varnish with a brush,
- the immersion in a special bath.

Accredited applicators often work in Parisian exhibition halls. If needed, please contact them by phone:

- **Groupeement Technique Français de l'ignifugation**
Phone number: +33 (0) 1 40 55 13 13
- **Groupeement Non Feu**
Phone number : +33 (0) 1 47 56 30 81

Important comment:

All safety requirements for the lounge areas, fairs and exhibitions can be met by businesses specialising in coating and M0 and M1 grade materials. It is in the interest of exhibitors to obtain these coatings and materials in advance, thereby avoiding in situ fireproofing which has certain inconveniences (the salts used attack metals).

2. GENERAL SAFETY MEASURES (BEHAVIOUR DURING DIFFERENT EVENTS)

2.1 - In general

The Building and Housing Code (article R 123.1 to R 123.55 and the annexed regulations) sets the safety rules regarding protection from fire risk and panic in HRB/PAB establishments (high rise building/public access building). It is imperative that exhibitors conform to these.

2.2 - Emergency access in case of fire

The positioning of stands must not impede access. Wall hydrants, emergency telephones, smoke extraction system air grilles, electrical equipment boxes, extinguishers, dry risers and break-glass alarms must be permanently accessible and their positions must be signposted. They must be maintained in

perfect working order. The interior furnishings of stands must not obstruct the proper functioning of smoke extraction systems, or of detectors or sprinkler systems.

2.3 - Stand construction

Quality of materials used
M0, M1, M2, M3.

Stand frames

Use M0 or M1 grade materials.

The installation of a dividing wall in addition to the wall already in place is strictly FORBIDDEN.

Covering of dividing walls

Use M0, M1 or M2 grade materials.

With the exception of lounges and stands specifically for interior decoration in which textiles and wall coverings are displayed, if the exposed materials are used to decorate dividing walls and false ceilings and if they represent more than 20% of the total area of these elements, they must be of M3 category.

The following are forbidden as dividing wall coverings:

- Unattached, stapled or glued carpets,
- Plates, boards and sheets of expanded plastic material which is not at least M2 (including letters in relief),
- Soft cellulose boards.

Door hangings and curtains

These are forbidden on stand entrances and exits.

They are allowed on booth doors as long as they are M0, M1, M2 or M3 grade and their lower edge is 20 cm above the ground.

Stand ceilings, false ceilings and interior linings

Use M0, or M1 grade materials.

Stand ceilings, false ceilings and interior linings must not obstruct the proper working of the smoke extraction systems or the fire detectors or sprinkler systems.

Therefore, stands with a ceiling, a false ceiling or a full lining as well as those which have an elevated level must fulfil all of the following conditions:

- They must have a surface area of less than 300 m²,
- There must be a space of at least 4 meters between them,
- The total surface area of any ceilings and full false ceilings (including those of any elevated levels) must not exceed 10% of the elevated level in question,
- They must have the appropriate means for the extension and permanent services provided by at least one safety officer, if the stand's surface area is greater than 50 m²,
- They must have type C safety lighting (unit equipment systems for example) if the stand's surface area is greater than 50 m².

It is the organizer's responsibility to ensure that these conditions are respected in their entirety for each space.

Linings

Taking into account the temporary nature of events, horizontal linings are permitted for the duration of the event, in accordance with the conditions set out in article AM 10. They may be M2 category as long as the establishment is protected by the installation of a fixed sprinkler system in conformance with the rules

Paint and varnish

Only water-based paints are permitted.

The following are forbidden: inflammable paints and varnishes. The use of oil-based paints on the top of counters is tolerated. The color combination of "white letters on a green background" may only be used to signal exits.

Transparent components

Only use toughened safety glass, made clearly visible by writing or stickers.

Some M0, M1 and M2 grade plastic materials are permitted

PLEASE NOTE:

Plastic boards which do not fulfill these criteria are not authorized for surfaces larger than 1m². Signs and advertising boards- edges must be encased in a metal strip.

Furniture arrangements

With the exception of normal office furniture, all arrangements must be in M0, M1 or M2 grade materials.

Stands' interior furnishings must be solidly fixed to the ground or consist of items which are difficult to tip over.

Floor coverings

Floor coverings must be made of M3 grade materials and horizontal coverings for podiums, stages etc.

2.4 - Electrical installation

Electrical installations must be conformed and approved by the French laws.

Before any planning of a stand section by the Center's electrical service, the following installations must be included:

- A general cutoff mechanism for the stand's electrical installations,
- An automatic cutoff device to ensure protection from surges (calibrated fuses or circuit breakers equipped with magnetothermal relays).
- A differential mechanism with a highly sensitive (30 mA maximum) automatic cutoff ensuring that fault currents are earthed.
- All exhibitors may have their own differential mechanism installed at their own expense, as long as they correspond to current regulations.

The following are forbidden:

- "Scindex" type cables, except 1 m per lighting fixture (spot),
- Multiple sockets,
- Lamp adapters,
- Flashing light effects like those used by the police and the fire brigade.

The installation of neon lights is not advised as it is requiring a high tension transformer. If this kind of installation is chosen:

- Signal the presence of the high tension transformer with an additional sign placed near the transformer, with the sentence "Danger Haute Tension" written very clearly on it,
- Cover the links between the electrical cables and the electrodes with an adequate material,
- Fix a sign saying "neon" on the dividing wall of the stand in the middle of the porcelain plugs.
- Choose the positioning of the sign so that it is out of the reach of the public and of the persons working on the stand.

PLEASE NOTE:

Electrical cables and water channels must not under any circumstances cause an obstruction to the public in the case of an evacuation. In particular, shielding must be provided for this purpose in walkways.

Regulation Compliance

The Exhibitor agrees to observe all regulations and requirements stipulated in the clauses of this document and shall not construe them as merely administrative.

The Exhibition General manager and the Event Manager of the Marriott Rive Gauche Hotel and Conference Centre shall exercise full power in the duties vested to their rank to find the means necessary in order to enforce the present regulations to their full extent.

The Exhibitor accepts to comply with all the regulations thereof and any new provision and/or amendment that may be brought due to the circumstances at that time, and adopted as being in the best interest of the event pursuant to which the Organizers reserve the right to convey such new information even verbally.

Any infraction of customary and statutory regulations, instructions or government decrees and/or amendments enacted or referred to in the Information file and in the Technical manual, may result in the immediate eviction of the offending exhibiting person or company by decision of the organizers, without prior notice and without prejudice to any compensations that could be claimed as a result against the offender in repair for damages or harm from which the event could suffer.

The aforementioned shall apply in particular in the event of insurance coverage default, nonconformity to the general instructions, failure to comply with safety regulations, non-occupancy of the booth, absence of the reservation form duly completed and signed, payment default.

The Organizing Committee shall hold a lien on all Exhibits, personal property or decoration belonging to the Exhibiting Company.

Whatever the reason, the Organizer shall not consider eventual claims filed after the Congress.

Disputes arising in connection with the present clauses shall be settled in any court having jurisdiction over the organizer's head office.

The text in the French language shall be deemed authentic and shall be taken solely into consideration.



7. ON-LINE RESERVATION & ORDER FORMS

Information

Order forms

All the order forms included into this Technical Exhibitor Manual have to be sent by mail, fax or email to our official suppliers. The services concerned are:

Colloquium

- Badges order form
- Insurance order form

D&P Architecture de Communication

- Shell Scheme / Stand Builder form
- Booth Sign form

On-line: Shell Scheme options

If you want to reserve shell scheme options (lights, carpet, furniture, plants, coffee, water, ...), please visit your Exhibitor Reservation Centre:

<http://www.exhibitors-dp.com/ISQUA2010>

On this website, the following services can be reserved on-line:

- Furniture Hire
- Floral Hire
- Shell Scheme Extras
- Cleaning



Off-line order forms: Venue Services

In page 34, you will find access information. All venue services have to be ordered on-line.

Services concerned:

- electricity supply,
- cleaning,
- Internet access.

Order Forms Deadlines

| | TO SEND TO | DEADLINE |
|------------------------------|---------------|---------------------------------|
| Badges | Colloquium | 21 th September 2010 |
| Insurance | Colloquium | 21 th September 2010 |
| Shell Scheme / Stand Builder | D&P | 21 th September 2010 |
| Booth Sign | D&P | 21 th September 2010 |
| Cleaning | D&P online | 21 th September 2010 |
| Shell Scheme Options | D&P online | 21 th September 2010 |

| | |
|------------------|------|
| Booth N°: | |
| Company name: | |
| Billing address: | |
| VAT number: | |
| Representative: | |
| Position: | |
| Ph.: | Fax: |
| Email: | |

| |
|--|
| PLEASE RETURN TO |
| COLLOQUIUM |
| ISQUA 2010 |
| 12, rue de la Croix Faubin |
| 75557 Paris, Cedex 11 – France |
| e-mail: isqua2010@clq-group.com |
| Fax: +33 (0)1 44 64 15 16 |
| DEADLINE: Tuesday, 21th September 2010 |

Please send us this form before 21th September 2010 in order to confirm the number of badges you need

As exhibitor, your company benefits from 2 personalized exhibitor badges for 2 persons from your company who will staff the booth during the exhibition opening hours (giving full access to the exhibition area and coffee breaks).

[Exhibitor Badges will mention full name and Company name](#)

COMPLIMENTARY EXHIBITOR BADGES

| COMPANY NAME As it will appear on the badge | FIRST NAME | LAST NAME |
|--|------------|-----------|
| | | |
| | | |

Please indicate the person who will pick up the exhibitor badges onsite – the badges will be given to this person ONLY. In case of any additional request is done onsite, it will have to be ordered by the this contact:

CONTACT NAME.....

MOBILE PHONE.....

DATE.....SIGNATURE.....

COMPANY STAMP:

Your signature confirms your acceptance of all the terms and conditions stated in this Exhibitors' Manual

| | |
|------------------|------|
| Booth N°: | |
| Company name: | |
| Billing address: | |
| VAT number: | |
| Representative: | |
| Position: | |
| Ph.: | Fax: |
| Email: | |

| |
|--|
| PLEASE RETURN TO |
| COLLOQUIUM |
| ISQUA 2010 |
| 12, rue de la Croix Faubin |
| 75557 Paris, Cedex 11 – France |
| e-mail: isqua2010@clq-group.com |
| Fax: +33 (0)1 44 64 15 16 |
| DEADLINE: Tuesday, 21th September 2010 |

Company name.....

Billing address.....

Country..... Zip Code.....

VAT number.....

Booth N°.....

Representative..... Position.....

Tel..... Fax.....

E.mail.....

Company.....

The signatory renounces to take recourse against the Organisers or against the owners of the premises and undertakes to underwrite insurance policies covering all the risks incurred by the material exhibited (theft, damage, etc...) along with public liability covering the permanent or occasional staff employed by the company, members of the public or any person whatsoever present at the Forum. In any case, insurance protection will NOT be given to the exhibitors by the Organiser.

The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of his staff, agents or contractors first enter the exhibition hall and to continue until all his exhibits and property have been removed.

DATE..... SIGNATURE.....

COMPANY STAMP:

| | | |
|---|----------------------------------|------------------|
| D&P Architecture de Communication 26-28 Rue du Chemin Vert – Z.A. de Chemin Vert 78610 LE PERRAY-EN-YVELINES - FRANCE Tel: +33 1 34 84 21 68 - Fax: +33 1 34 84 84 85 - Email: exhibitors@dparchi.com | DEADLINE 21 / 9 / 2010 | STAND Nb |
| | | |

| | |
|----------------|--------------|
| Address | |
| Company: _____ | Phone: _____ |
| Address: _____ | Fax: _____ |
| | Email: _____ |

Shell Scheme Confirmation

With your AIPPI reservation you have included a shell scheme (see Shell Scheme Booth, page 9). You can choose to use or not this package. Please let us know:

- shell scheme for your stand
- space only: nothing will be provided but the exact floor measurements of the booth

If you choose the space only, you have to provide us more informations about your stand builder in next paragraph.

Booth builder

To complete your previous confirmation, you have to inform us about your booth builder:

Important
 If you have choose a space only to build a specific booth, you or your booth builder have to send to D&P your project for validation.
 Email: exhibitors@dparchi.com
Deadline : 17th September 2010

Booth Builder Address

| |
|--------------------|
| Company: _____ |
| Address: _____ |
| Postal Code: _____ |
| Town: _____ |
| Country: _____ |
| Phone: _____ |
| Fax: _____ |
| Email: _____ |

| | | |
|-----------|------------------|----------------------|
| Made at : | Signature: _____ | Company Stamp: _____ |
| Date: | | |

D&P Architecture de Communication

26-28 Rue du Chemin Vert – Z.A. de Chemin Vert
78610 LE PERRAY-EN-YVELINES - FRANCE

Tel: +33 1 34 84 21 68 - Fax: +33 1 34 84 84 85 - Email: exhibitors@dparchi.com

DEADLINE**21 / 9 / 2010****STAND Nb**

Notice

This form is for exhibitors with shell scheme.

Please use this form to provide us the name you want to have for your booth on ISQUA. Without this form we will use Organiser information.

Address

Company:

Phone:

Address:

Fax:

Email:

Texts for your booth sign

Please use CAPITALS.



Made at :

Signature:

Company Stamp:

Date: