



**ISAPS<sup>®</sup>**   
**WORLD CONGRESS**  
Cartagena | Colombia | 2024

**International Society of Aesthetic Plastic Surgery**

JUNE 11 - 15, 2024 | CARTAGENA, COLOMBIA

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# **EXHIBITOR MANUAL**



**CONTENTS**

1. WELCOME..... 3

2. VENUE..... 5

3. SETUP AND DISMANTLING INFORMATION..... 7

4. ACCOMMODATION..... 8

5. GENERAL INFORMATION ABOUT THE ISAPS WORLD CONGRESS 2024 EXHIBITION..... 9

6. TYPES AND DESIGN OF STANDS..... 11

7. RECOMMENDATIONS FOR THE HIRING OF BOOTH BUILDING SUPPLIERS ..... 14

8. FURNITURE AND ADDITIONAL SERVICES ..... 16

9. GENERAL INFORMATION ABOUT LOADING AREA, STORAGE, AND PARKING ..... 19

10. BASIC RULES FOR DISMANTLING OF BOOTHS ..... 21

11. REPAIRS AND DAMAGES..... 21

12. INSURANCE ..... 21

13. RULES OF COEXISTENCE..... 22

14. EXHIBITOR’S COMMITMENTS.....23

15. TERMS AND CONDITIONS .....24

## WELCOME

ISAPS is pleased to welcome you to the **ISAPS World Congress 2024** in Cartagena. The event will take place from June 11-15, 2024, at the Las Américas International Convention and Exhibition Center.

The ISAPS World Congress 2024 in Cartagena will bring together more than 1,500 participants, who will have the opportunity to experience the science behind surgical and non-surgical aesthetic treatments. The event will feature pearls of technique, live surgeries, new technologies and innovations, discussions on addressing potential complications, panels on patient safety, a business school, and leadership academy alternatives as part of a dynamic knowledge exchange program led by world-class speakers.

### IMPORTANT DATES

#### **By April 30, 2024:**

Please send to Comunicaciones Efectivas ([comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)):

1. A scaled drawing (including elevations) of the structure to be built with all measurements and specifications.
2. A list of all devices/appliances (electrical/gas) that will be installed in the structure.
3. In the case of having heavy machinery, specify the weight and dimensions of the items to be placed.

#### **By May 31, 2024**

Submit [booth cleaning requests](#) to [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)

#### **By June 6, 2024**

Workers from the decorating company must have valid ARL (Workplace Accident Insurance) and EPS (Health Insurance) coverage. A list including full names, ID numbers and insurance numbers must be submitted to [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)

#### **Move In & Set Up**

Monday, June 10, 2024 (12:00 – 22:00)

Tuesday, June 11, 2024 (6:00 – 22:00)

#### **Expected Exhibit Hall Times (subject to changes):**

Wednesday, June 12, 2024 (8:00 – 18:00)

Thursday, June 13, 2024 (8:00 – 19:00)

Friday, June 14, 2024 (8:00 – 17:30)

Saturday, June 15, 2024 (8:00 – 17:30)

#### **Dismantling & Move Out**

Saturday, June 15, 2024 (from 17:30)

## **FREQUENTLY ASKED QUESTIONS**

### **What is the purpose of this manual?**

It aims to facilitate your participation in the Congress and provide you with a practical guide containing all the information you need regarding setup and dismantling dates, along with other necessary instructions for the ISAPS' exhibition.

### **Who is this manual for?**

All the individuals responsible for and in charge of your company's participation in the event, as well as the design and exhibition team, should have this manual.

## **Technical Information**

CONGRESS ORGANIZER:

### **International Society of Aesthetic Plastic Surgery - ISAPS**

19 Mantua Road

Mt. Royal, NJ 08061, USA

Phone for exhibition related enquiries: +44 (0)20 7038 7814 (Ext. 508)

[www.ISAPS.org](http://www.ISAPS.org)

E-mail: [registrar@isaps.org](mailto:registrar@isaps.org)

CONGRESS OPERATING AGENCY:

### **COMUNICACIONES EFECTIVAS<sup>®</sup>**

Cra. 42 No 54 A 71 Bodega 126

Itagüí – Antioquia – Colombia

Tel: +57 (4) 448 28 10.

E-mail: [isaps2024@ce.com.co](mailto:isaps2024@ce.com.co)

## **COMPANIES RESPONSIBLE FOR THE EXHIBITION**

### **BOELD COMMUNICATION GMBH**

Munich, GERMANY

[www.bb-mc.com](http://www.bb-mc.com)

### **COMUNICACIONES EFECTIVAS<sup>®</sup>**

Cra. 42 No 54 A 71 Bodega 126

Itagüí – Antioquia – Colombia

Vivian Otero

Phone: +57 314 682 02 93

E-mail: [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)

2. VENUE

## Las Américas International Convention and Exhibition Center

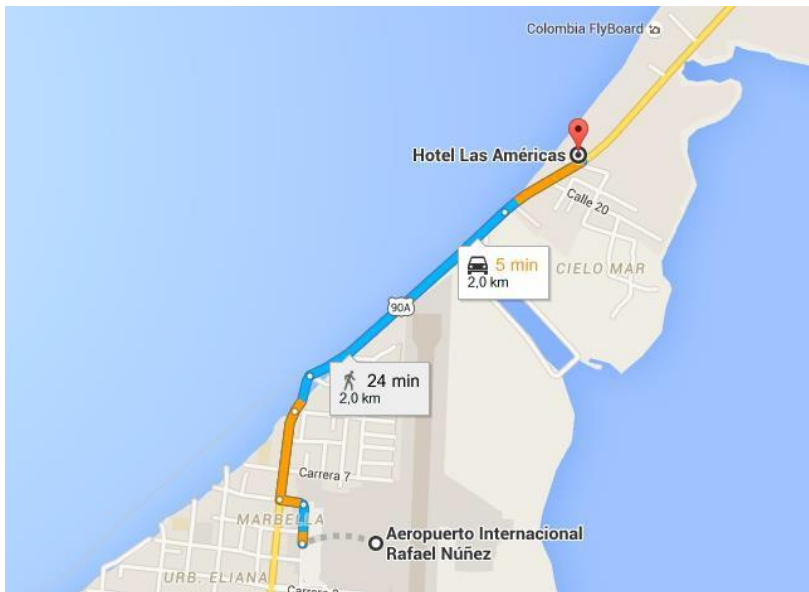


**Address:** ANILLO VIAL, SECTOR CIELO MAR, CARTAGENA DE INDIAS, COLOMBIA

**e-mail:** [grety.pirela@lasamericashg.com](mailto:grety.pirela@lasamericashg.com)

**Tel:** +57 (605) 6723344

## 2.1. Getting to the venue



Distance from the airport: 6 miles / 10 kilometres

Average time: 25 minutes

Bus cost: \$ Cop 3.000 / US\$1 per trip

Taxi cost: \$ Cop 30.000 / US\$10 Approx.

Car rental: depends on duration of the rental and rental company

### **TAXI**

To request a taxi, it is recommended to go to the collection points located outside the airport.

Certified taxi companies provide transportation services at the passenger exits, both for domestic and international arrivals. The journey to the event location has an approximate cost of COP \$30,000 or USD \$8.



Easy Taxi



### 3. SETUP AND DISMANTLING INFORMATION

#### 3.1 Setting-up your booth

**Please note:**

To carry out the setup, participants must have previously sent proof of full payment as well as copy of the public liability insurance to Comunicaciones Efectivas to verify that they are in good standing with the event.

**Setup Dates:** Monday, June 10, 2024, and Tuesday, June 11, 2024

**Set-up Schedules:**

- Monday, June 10: 12:00 – 22:00
- Tuesday, June 11: 6:00 – 22:00

**Set-up Completion:** All stands must be set-up by 22:00 on Tuesday, June 11, 2024, ready for the start of the congress on Wednesday June 12.

- The staff responsible for the setup must always wear the company badge or identification, and preferably a shirt, jacket, or uniform that identifies them.
- The venue administration, through its security team, will remove any personnel working under abnormal conditions (under the influence of alcohol or psychotropic substances, etc.) or engaging in acts that may harm individuals, the venue's property, and/or the client.

**Note:** All setup personnel entering the venue where the event will take place must have and present a valid ARL (Work Accident Insurance) card or certificate, proof of any mandatory taxes, and a national ID card; otherwise, they will not be admitted. Additionally, the convention centre will contact them to request the completion of some documents for entry on the setup day.

Individuals intending to perform work at heights must be certified with the latest certification for working at heights and must have a harness for the same. If they do not have it, they will not be allowed to perform any work. Additionally, the lift for work at heights must be contracted directly with the convention centre.

#### 3.2 Dismantling

**Dismantling Date:** Saturday, June 15, 2024

**Dismantling Hours:** Starting from 17:30

The dismantling and removal of materials must be carried out without exception on **Saturday, June 15, 2024, between 17:30 and midnight.**

- The exhibitor will be responsible for the complete dismantling of their booth and for removing all their products and materials on the specified day and time. The exhibitor shall be solely responsible and liable for the removal of garbage and waste from their booth.

- Comunicaciones Efectivas® and the Congress organizers will not be held responsible for any materials left at the exhibition venue or in storage, nor will they be liable for damages caused to the congress venue by the setup or dismantling personnel.

### 3.3 Summary of the Exhibition Schedule

EXHIBITION SCHEDULE	
SET-UP AND EXHIBITORS ENTRY	
June 10, 2024	12:00 - 22:00
June 11, 2024	6:00 - 22:00
EXHIBITION SCHEDULE	
June 12, 2024	8:00 -19:00
June 13, 2024	8:00 -18:00
June 14, 2024	8:00 -17:30
June 15, 2024	8:00 -17:30
DISMANTLING	
June 15, 2024	17:30 - 24:00

**\*NOTE:** Schedule subject to changes

## 4. ACCOMMODATION



Taking into account the high hotel occupancy in Cartagena, we recommend making your reservation prior to arrival to secure the special rates.

If you wish to make an individual reservation at the Congress host hotel, please follow the steps below:

#### Booking in pesos:

Group code: 2108

<https://reservas.hotellasamericas.com.co/grupos/?la=ES&codigo=2108>

#### Steps to book:

1. Access the link.
2. If the group code is not pre-selected, enter it (2108).
3. Choose check-in/check-out dates, number of adults, and currency (pesos) to display options in pesos.



4. Select the room and provide the required information.
5. After entering the information, a payment link will be generated to secure your reservation.
6. Once the payment is made, send the proof to the email: [greservas@lasamericashg.com](mailto:greservas@lasamericashg.com)

**Booking in Dollars (please make sure the currency is set to USD):**

Group code: 2109

<https://reservas.hotellasamericas.com.co/grupos/?la=EN&codigo=2109>

**Steps to book:**

1. Access the link.
2. If the group code is not pre-selected, enter it (2109).
3. Choose check-in/check-out dates, number of adults, and currency (dollars) to display options in dollars.
4. Select the room and provide the required information.
5. After entering the information, a payment link will be generated to secure your reservation.
6. Once the payment is made, send the proof to the provided email [greservas@lasamericashg.com](mailto:greservas@lasamericashg.com)

**To request bookings for more than 10 rooms, please contact:**

Jenny Pineda, phone number: +55 3204770321 [jenny.pineda@lasamericashg.com](mailto:jenny.pineda@lasamericashg.com)

## 5. GENERAL INFORMATION ABOUT THE ISAPS WORLD CONGRESS 2024 EXHIBITION

Please be aware of the following exhibition area setup requirements:

- ARL (Work Accident Insurance) and EPS (Health Insurance) is mandatory for all personnel entering the venue for setup. A list including full names, ID numbers and insurance numbers must be submitted to [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co) prior to June 6, 2024.
- Please adhere to the event's opening and closing hours.
- It is recommended that booth staff be at their workstations half an hour before the event opens and remain present during the entire exhibition period, from setup to on June 10 and 11, the return of the booth space on June 15.
- Exhibitors and booth personnel must conduct themselves respectfully toward the visiting public, event staff, and organizers.
- Exhibitors are responsible for hiring, training, and supervising booth staff. Neither the Congress organizers nor Comunicaciones Efectivas® are responsible for expenses related to the staff hired by the exhibitor for booth attendance, such as food, transportation, or other costs.
- The coordination, installation, and logistics of booth staff during the event should be managed through the person designated by the exhibiting company to facilitate the logistical process and ensure accurate and timely communication from start to finish at the event.

- The coordinator or representative of the participating entity is responsible to communicate the general regulations of the event to all personnel who will be present during the Congress, as they will ultimately bear much of the responsibility for compliance.
- Banners, posters, mini-billboards, or other promotional and informational elements must be placed on floor banner stands or similar structures.
- **Do not use Duplex Wire for your power installation.**
- According to the purchased square footage, you will be entitled to a specific quantity of badges for the staff attending the booth. In case you need additional passes, we will soon provide you with a link where you can acquire them.

### **5.1 Staff badges**

Staff badges available for exhibitors' staff:

- 6 sqm booth: 1 badge for the booth staff
- 12 sqm booth: 3 badges for the booth staff
- 24 sqm booth: 4 badges for the booth staff
- 36 sqm booth: 5 badges for the booth staff
- 48 sqm booth: 5 badges for the booth staff
- 54 sqm booth: 6 badges for the booth staff

Exhibitors and booth personnel must constantly wear their identification badges and make appropriate use of them. The badges will be a necessary element for participating in the academic sessions and are not transferable to another person.

The exhibitors' badges will be provided by the person in charge of the commercial exhibition on the setup day at the exhibitor service point. These badges will be marked with the names of those registered at the booth, and this accreditation is personal and non-transferable.

### **5.2 Cleaning and Maintenance of the Booths**

Materials left abandoned in common areas or outside the exhibitor's assigned area are considered waste or debris. Las Américas International Convention and Exhibition Center will carry out the removal of materials, objects, or merchandise left abandoned in common areas or walkways, without any responsibility for their condition or whereabouts.

The Congress venue is responsible for cleaning common and public areas and aisles within the exhibition area, but not for the internal cleaning of your booth. This responsibility falls on the exhibitor and must be requested directly from the organization. The cost for this service is US\$10 per sqm, per service. Please [DOWNLOAD](#) the booth cleaning form and sent it to [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co) by May 30, 2024

### 5.3 Booth Security

From the moment the stand is handed over to the exhibitor, the exhibitor assumes responsibility for its image and for everything within the booth. Las Américas International Convention and Exhibition Center provides support in security with surveillance and supervisory personnel but DOES NOT ASSUME ANY RESPONSIBILITY for the damage or loss of equipment or items inside the booth. It is recommended to immediately inform the security department if you observe suspicious individuals during the opening and closing of the commercial exhibition sessions.

### 5.4 Not Permitted

- For safety and logistical reasons, exhibitors or setup companies must not, under any circumstances, block escalators, fire extinguishers, fire cabinets, or emergency doors.
- For safety reasons, lighting candles or votive candles within the commercial exhibition venue is not allowed.
- For safety, health, and to provide excellent service and a continuous positive environment for the public, smoking is not permitted at the event venue.
- It is prohibited to install compressed gas, coal, gasoline, or smoke-producing fuel devices within the pavilions of the venue.
- It is strictly prohibited to bring in and/or serve Food and Beverages at the Congress venue according to the venue rules. Food and Beverage requests must be arranged directly with the venue.
- Attaching mats or floors with adhesives is prohibited.
- Performing any type of drilling on floors, walls, and ceilings is strictly prohibited.

## 6. TYPES AND DESIGN OF STANDS

The booth designs must be created according to the following guidelines, taking into account the parameters and limits established by ISAPS and Las Américas International Convention and Exhibition Center. Decorating companies should include, in their designs, agile assembly systems with modules or finished, painted, and self-supporting elements ready to be assembled on-site. The exhibition area should not be used as a production workshop for each setup.

- All booths must be constructed considering the avoidance of blocking aisles, without obstructing neighboring booths and preventing possible damage.
- Exhibitors are requested to allow enough transparent areas to ensure a clear view of the surrounding exhibits.
- The finishing of the construction must be impeccable in all visible areas of the booth, including the sides and rear areas.
- Advertising at the boundary with other booths is prohibited.
- The backs of the booths must be completely covered to ensure the booth looks aesthetically organized.

All booths that, due to their design, require more than one power outlet must make the request directly to the power supply provider and bear the associated cost. This should be considered because overloading may lead to constant electrical failures.

**SUPPLIER:**

**EXPOMONTAJE**

Phone1: +57 3153378849

Phone2: +57 3203712865

E-mail: [expomontaje@gmail.com](mailto:expomontaje@gmail.com)

Exhibitors using independent contractors must submit a copy of the booth design, including measurements, for approval no later than Friday, May 10, 2024, to [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)

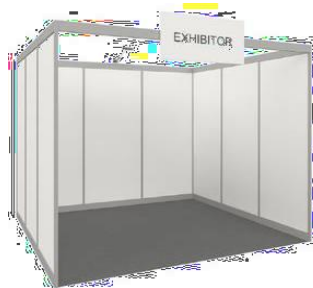
**Exhibitors must send (deadline, April 30):**

1. A scaled drawing (including elevations) of the structure to be built with all measurements and specifications.
2. A list of all devices/appliances (electrical/gas) that will be installed in the structure.
3. In the case of having heavy machinery, specify the weight and dimensions of the items to be placed.

**IMPORTANT NOTE:** Any exhibitor who does not attach their render (scaled drawing) of the design stand to be built within the stipulated date (by April 30), will not be guaranteed construction by the Organization. The design must be approved by the event organizers and the venue.

For those companies that are not going to build and have a 3x2m stand, the organization will provide the following:

- **Stand 3x2 / 6sqm.** (White panelling of 2.40 meters in height + lighting + marking frieze + 1 double electrical outlet with 1.0 kilowatt of power at 110 volts.)



- For other square footages, paneling will not be provided. If needed, exhibitors must directly contract it with the setup provider before the event.

**SUPPLIER:**

**EXPOMONTAJE**

Phone1: +57 3153378849

Phone2: +57 3203712865

E-mail: [expomontaje@gmail.com](mailto:expomontaje@gmail.com)

**6.1 Flooring**

- All adaptations must be supported at floor level and done with dry construction.
- The use of masonry materials such as bricks, cement, lime, mixtures, soil, sand, etc., is prohibited.
- It is strictly forbidden to use foundations, chip or damage, in any form, the floors, ceilings, walls of the venue, and panelling assigned in the commercial exhibition.
- In case of deterioration, damage, or misuse of floors, walls, and others, the exhibitor must pay the amount set by the organizers.
- If displaying equipment with very high weights, place some element on the surface that covers the support area to prevent the weight from causing cuts in the commercial exhibition carpet. The placement of such machinery must be authorized and approved in advance.

**6.2 Electricity**

The Organization will provide each booth with 1 double electrical outlet with 1.0 kilowatt of power at 110 volts type A.

Additional electrical power supply (KW) will incur the following cost:

**110 volts: COP \$65,000 + VAT - USD 20**

**220 volts: COP \$340,000 + VAT - USD 104**

Electrical power must be contracted directly with the energy provider authorized by the organization.

**6.3 Allowed Booth Heights**

The maximum allowed heights for the stands are as follows:

- **Portal 2:** Maximum height of 3.00 meters
- **Pabellón Santa María:** Maximum height of 3.50 meters

**6.4 Limitations**

No advertising material may be placed in circulation areas. Similarly, the exhibiting company must confine itself to the space specified in the contract. Exhibitors are only allowed to advertise within the limits of their respective stand or assigned space. Any exception to the above rule must be previously authorized in writing by the Congress organizers and COMUNICACIONES EFECTIVAS<sup>®</sup>.

## 6.5 Hanging Structures

Pendons, banners, mini-billboards, or other promotional and informational elements must be placed on floor banner stands or similar structures. No element can be hung or fixed on the walls or columns of the venue unless it is part of a sponsorship contracted directly with and authorized by the Congress organizers.

If ceiling anchoring is required, the request must be submitted in advance with the respective dimensions and weights, and the exhibitor must contract directly with the venue for the installation of the lift.

## 6.6 Internet

Internet: FREE Wi-Fi is available at the event venue; however, there is limited bandwidth supporting the network. We advise that you request a dedicated WI-FI or wired network for your booth if you need a constant and reliable internet connection for your programs, applications and websites.

Individual Wi-Fi connection must be requested 8 days in advance. For wired connection, please contact:

### **GRETY MILDRETH PIRELA DIAZ**

grety.pirela@lasamericashg.com

Phone: 57 (5) 672 3344 • 57 (5) 672 4242 ext 157

Mobile: 315 741 0950

## 6.7 The hired booth space does not include

- Any item not included in the reservation, contract, or confirmation process.
- Additional electrical power supply (KW) unless it has been previously reserved and contracted directly with the organization. The commercial exhibition will install an electrical connection of 1 kilowatt for every six square meters.
- Telephone line, POS terminal (dataphone), water, unless these have been previously reserved and contracted directly with Las Américas International Convention and Exhibition Center.
- Booth security.

**NOTE:** Any additional items must be previously reserved with the service providers and will be installed in the corresponding booth with its respective payment support. Companies contracting adjoining booths will not have dividing paneling installed.



## RECOMMENDATIONS FOR THE HIRING OF BOOTH BUILDING SUPPLIERS

- Ensure that you selected a recognized and experienced company.
- Conduct an inspection visit to see the workshops where they will build your booth.
- Demand materials of good quality.
- Remember that the venue is not a booth manufacturing workshop; booths should come ready to assemble, requiring only final touches. This will make the assembly process easier and faster.
- Workers from the decorating company must have valid ARL (Workplace Accident Insurance) and EPS (Health Insurance) coverage. A list including full names, ID numbers and insurance numbers must be submitted to [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co) prior to June 6, 2024.
- Take into account the height specifications for assembly.
- Companies not respecting the allowed height will have to modify the design during assembly, without prejudice to the organization and the event venue.
- Exhibitors and electrical setup companies for booths and/or ephemeral architecture must assign qualified personnel for electrical installations, ensuring they are duly certified and registered with the CONTE (National Council of Electricians) and must comply with the Technical Regulation of Electrical Installations (RETIE).

**FURNITURE AND ADDITIONAL SERVICES**

**FURNITURE**



**M1 - LOW TABLE**  
 Glass lid 80 cm in diameter.  
 Unit value: USD 34 (VAT included)



**M2 - HIGH TABLE**  
 Glass lid 60 cm in diameter.  
 Unit value: USD 44 (VAT included)

**M3 - LOW TABLE**  
 De 110 x 60 x 70 cm. black tablecloth  
 Unit Value: USD 23 (VAT included)



**M4 - COFFEE TABLE**  
 In coffee-colored wood finish  
 Unit Value: USD 16 (VAT included)



- The above values are throughout the event, except those with the corresponding annotation.

**FURNITURE**



**M5 - LOW CHAIR**  
 White color.  
 Unit Value: USD 16 (VAT included)



**M6 - CABINET**  
 Made of wood  
 White color.  
 90x90x40cm.  
 Unit Value: USD 74 (VAT included)

**M7 - HIGH CHAIR**  
 White pneumatic  
 Unit Value: USD 23 (VAT included)



**M8 - CABINET**  
 Made of wood  
 White color.  
 70x90x35cm.  
 Unit Value: USD 57 (VAT included)



- The above values are throughout the event, except those with the corresponding annotation.

## FURNITURE



**M9 - DISPLAY CABINET**

Metal.  
180 x 60 x 40 cm.

Unit Value:  
USD 77 (VAT included)



**M10 - PUFF BAUL**

Square  
40 X 40 X40 cm.

Unit Value:  
USD 30 (VAT included)

**M11 - COUCH**

Simple colored  
armchair white.

Unit Value:  
USD 47 (VAT included)



**M12 - COUCH**

Double color sofa  
white.

Unit Value:  
USD 67 (VAT included)



- The above values are throughout the event, except those with the corresponding annotation.

## FURNITURE



**M13 - SHELVES**

Metal shelving  
190 X 90 X 40 cm.

Unit Value:  
USD 84 (VAT included)



**M14 - GARDENER**

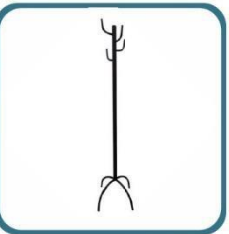
Wooden planter  
100 x 20 x 20 cm.  
with artificial plants

Unit Value:  
USD 40 (VAT included)

**M15 - COAT RACK**

Metal. .  
200cm high

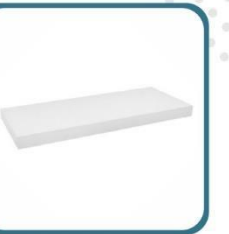
Unit Value:  
USD 30 (VAT included)



**M16 - SHELF**

White metallic.  
100 x 30 cm.

Unit Value:  
USD 17 (VAT included)



- The above values are throughout the event, except those with the corresponding annotation.

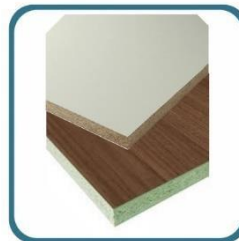
## FURNITURE



### M17- CATALOG HOLDER

Folding.  
three pockets.

Unit Value:  
USD 47 (VAT included).



### M18- FLOORS

Wood color or white

Value per M2:  
USD 30 (VAT included)

### M19 - MATS

Carpet color according to Catalogue.

Value per M2:  
USD 17 (VAT included)



### M20- TELEVISION

43" TV

Unit Value:  
USD 84 (VAT included)  
By event day.



- The above values are throughout the event, except those with the corresponding annotation.

## FURNITURE



### M21 - CUBES

Wooden cubes  
50 x 50 x 50 cm.

Unit Value:  
USD 23 (VAT included)



### M22 -CHARGING POINT

Made of wood  
220 x 50 x 50 cm.  
With 5 compartments.

Unit Value:  
USD 97 (VAT included)

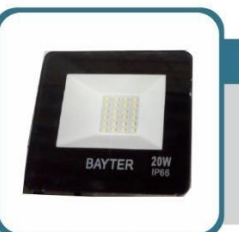
## ELECTRIC



### E1 - ELECTRICAL SOCKET

110v power outlet.  
Unit Value:  
USD 20 (VAT included)

220v power outlet.  
Unit Value: USD 104 (VAT included)



### E2 - REFLECTOR

white light reflector

Unit Value:  
USD 20 (VAT included)

- The above values are throughout the event, except those with the corresponding annotation.

Additional furniture and items not indicated above may be contracted directly with EXPOMONTAJE:

**EXPOMONTAJE**

Phone1: +57 3153378849

Phone2: +57 3203712865

E-mail: [expomontaje@gmail.com](mailto:expomontaje@gmail.com)

Alternatively, booth set up and furniture can also be contracted through the following companies:

**VISUALEX**

Contact: Gloria Giraldo

Spanish: +57 3011489033

English: +57 3011489032

E-mail: [gloria@visualex.co](mailto:gloria@visualex.co) - [ventas@visualex.co](mailto:ventas@visualex.co)

**ELIPTICA DISEÑO**

Contact: Carlos Alberto Hoyos

Phone1: +57 3006534263

Phone2: +57 3137148138

E-mail: [carlos.hoyos@elipticadiseno.com](mailto:carlos.hoyos@elipticadiseno.com) and [info@elipticadiseno.com](mailto:info@elipticadiseno.com)

**TRIAxIAL**

Contact: Gustavo Osorio

Phone: +57 3004852360

E-mail: [triaxial@triaxial.com.co](mailto:triaxial@triaxial.com.co)

**Additional services such as:** food and beverage, Internet and AV must be booked directly with the hotel:

**GRETY MILDRETH PIRELA DIAZ**

[greta.pirela@lasamericashg.com](mailto:greta.pirela@lasamericashg.com)

Phone: 57 (5) 672 3344 • 57 (5) 672 4242 ext 157

Mobile: 315 741 0950

The booth cleaning service must be requested directly from the organization and has a cost of US \$10 per sqm, per service/day. Please make sure you submit your request for booth cleaning service by May 31.

**Contact:**

Vivian Otero

Mobile: +57 314 682 02 93

E-mail: [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)

## GENERAL INFORMATION ABOUT LOADING AREA, STORAGE, AND PARKING

### **Access for cargo vehicles:**

Las Américas International Convention and Exhibition Center has vehicular access for loading and unloading, which cannot be used as a parking area.

### **Schedule**

The authorized schedule for setup is as follows:

Setup dates: Monday, June 10, 2024, and Tuesday, June 11, 2024

Entry schedule:

Monday, June 10: 12:00 – 22:00

Tuesday, June 11: 6:00 – 22:00

Applicable rates will apply and must be accepted in writing. All materials and equipment for the booths must be entered through the loading and unloading zones, and they should be properly identified with the name of the company and booth number to which the setup belongs.

The goods brought in by the exhibitor or a third party remain under the care, possession, and control of their respective owner. It is recommended to take out insurance covering damage or loss of these goods and liability insurance against third parties.

### **Storage:**

If you need to send merchandise to the venue before the event, a storage space will be available at the Convention Center from June 1, 2024, until June 15, 2024. Please note that this storage is temporary.

### **Labeling instructions:**

**Las Américas International Convention and Exhibition Center**

**Anillo Vial sector Cielo Mar No. 22-197 and No. 22-80**

**PHONE (605) 6723344**

**ISAPS World Congress 2024, Cartagena**

**EXHIBITOR'S NAME**

**BOOTH NUMBER**

**CARTAGENA – COLOMBIA**

During the event, the storage facility will be available from Monday, June 10, at 12:00 until Saturday, June 15, at 22:00.

### **FREE TRADE ZONE SERVICE**

Las Américas International Convention and Exhibition Center, the venue for the congress, is a Free Trade Zone. This means that it is a delimited geographical area within the national territory (Colombia) where industrial, goods and services, or commercial activities are carried out under



special regulations in tax, customs, and foreign trade matters. This allows sufficient time for the handling of imports before events with the product or merchandise in Medellín.

The Free Trade Zone service allows the generation of in-transit imports from anywhere in the world for exhibition, hiring international speakers, decoration of pavilions and booths, products for marketing, food and beverages for tasting, demonstration materials, and promotional material.

If your participation in the commercial exhibition of the event requires the service of the Transitory Free Trade Zone, it is necessary to communicate with:

**FORIMPEX**

Contact: Peter Acosta

Mobile: +57 3122863708

Email: [comercial@forimpex.com.co](mailto:comercial@forimpex.com.co)

## **PARKING**

Las Américas offers free parking service for exhibitors and participants of the Congress. The entrance is through the convention center's vehicular entrance, and parking is available in the Plaza de la Independencia.

## **BASIC RULES FOR THE DISMANTLING OF BOOTHS**

- To leave the venue and carry out the dismantling, the Exhibitor must have completed the payment of any goods and services (in all matters related to the exhibitor's participation in the exhibition or event); otherwise, the assigned logistics personnel will not allow exit from the venue.
- The personnel in charge of dismantling must carry dismantling credentials (if the organization uses accreditations for setup, the event, and dismantling) and social security documents (ARL and EPS). In documentation is not presented, the VENUE will not allow the dismantling of exhibition areas.
- The Exhibitor must return the assigned space and rented items to Comunicaciones Efectivas<sup>®</sup> in the same condition in which they were delivered. Otherwise, corresponding fines will be applied, according to the fee structure established in this document, and the removal of the merchandise is not authorized until the corresponding amount is paid.
- Once the established deadline for dismantling has expired, the VENUE will remove and dispose of the decoration materials or elements that still remain in the exhibition area. This action does not imply responsibility on the part of the VENUE for these materials, and charges will be applied for the transportation and removal of the materials, whether they are debris, decorations, or merchandise.

## **REPAIRS AND DAMAGES**

All stands must be fully assembled before the opening time of the exhibition.

The Organization will charge the Exhibitor for any necessary repairs resulting from damages caused to its facilities, buildings, carpets, equipment, and elements of the dividing or decorating system.

The exact cost of repair and/or replacement will be determined by the Management of the Convention Center. In the case of damages to the facilities, buildings, or infrastructure of the Convention Center, the Organization will, in common agreement with the Exhibitor, determine the corresponding value to be billed for the damage.

## **INSURANCE**

It is recommended that the Exhibitor have insurance coverage for its merchandise against all risks arising from fire and/or lightning, explosion, riot, civil commotion, malicious acts by third parties, and terrorism, water damage, damage caused by aircraft, as well as damage caused by land vehicles, earthquake, tremor, volcanic eruption, and robbery with violence.

Likewise, the Exhibitor should obtain liability insurance, including coverage for medical expenses. These policies must be in effect from the first day of assembly and throughout the entire duration

of the exhibition, including the dates of dismantling for broader coverage. ISAPS will not be held responsible for any of these events if the company has not obtained the insurance policy.

## RULES OF COEXISTENCE

To ensure fairness, healthy competition, and equal conditions for all exhibitors, the following rules have been established:

- It is prohibited to distribute or display any materials or printed materials that the ISAPS deems inappropriate or inconvenient.
- Acts that can be categorized by the ORGANIZATION as political or religious intervention, participation, or proselytism, whether national or foreign, are strictly prohibited.
- Exhibitors are not allowed to distribute samples, printed materials, advertisements, etc., outside the designated exhibition area. The ORGANIZATION must pre-approve such activities.
- Demonstrations that are noisy or scandalous, the use of loudspeakers for propaganda, or any systems to attract attention that may disturb other exhibitors or visitors to the exhibition are strictly prohibited.
- It is forbidden to place signs or objects that protrude beyond the limits of the rented exhibition area. It is also prohibited to place, stick, paint, etc., advertisements in locations other than their exhibition area. Such activities must be pre-approved by the ORGANIZATION.
- The Exhibitor must refrain from requesting, installing, or using electrical connections and/or telephone lines in the rented area or physical space, or any other area of the exhibition, without prior written authorization from the ORGANIZATION.
- Abstain from storing or manipulating liquids and/or flammable, oxidizing, fuels, combustibles, explosives, toxic materials (gasoline, diesel, coal, alcohols, pesticides, ethers, industrial detergents, butanol, oils, etc.); cylinders with compressed substances or fluids (gas, oxygen, nitrogen, helium, air, etc.)
- Respect the maximum allowed noise levels, according to the standards indicated in Resolution 0627 of 2006 from the Ministry of Environment (National noise emission and ambient noise standard).
- Smoking in enclosed spaces is prohibited, in accordance with Resolution 01956 of 2008 from the Ministry of Social Protection or any regulation that modifies, supplements, adds, or repeals it.

- The sale of alcoholic beverages to minors is prohibited, in accordance with Law 124 of 1994, or any rule that modifies, regulates, adds or repeals it. The sale of alcoholic beverages by exhibitors at their stand or any space designated for Congress is prohibited as well.

## EXHIBITOR'S COMMITMENTS

As an exhibiting participant in the ISAPS World Congress 2024, Cartagena, I declare that I agree with the provisions outlined in this guide and commit to fully comply with the various points contained in the regulations and stand management as well as with the terms and conditions. Therefore, I sign below: [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)

Name of the exhibitor's representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Company: \_\_\_\_\_



**IF YOU WOULD LIKE TO RECEIVE ADDITIONAL INFORMATION BEYOND WHAT IS PROVIDED IN THIS MANUAL, PLEASE CONTACT COMUNICACIONES EFECTIVAS<sup>®</sup> OR THE PERSON IN CHARGE OF THE COMMERCIAL AREA.**

### COMMERCIAL DEPARTMENT

Comunicaciones Efectivas<sup>®</sup>

**Phone:** +57 314 682 02 93

**e-mail:** [comercial.isaps2024@ce.com.co](mailto:comercial.isaps2024@ce.com.co)

## 15. TERMS AND CONDITIONS

1. In case of failure to comply with these terms ISAPS shall have the right to resell the space, or to remove the exhibitor from the assigned space. All monies paid by the exhibitor hereunder shall be forfeited. In the event the exhibitor fails to occupy the assigned space by the advertised opening time of the exhibit hall, ISAPS is authorized to reassign the space in such manner as they may deem in the best interests of the exhibition without refund to said exhibitor and without releasing the exhibitor from any liability hereunder.

2. No exhibitor shall erect any obstruction that in the sole opinion of ISAPS interferes with an adjoining exhibitor. No exhibit element shall extend beyond the boundaries or height restriction of the assigned exhibit space.

3. ISAPS does not permit any booth sharing without explicit prior permission in writing. No booth space may be sublet. Exhibitor shall be the producer of all products and/or services displayed in their booth. No exhibitor shall display any advertisement for goods manufactured and/ or sold, or services provided by, any other company that did not pay for exhibit space.

4. No exhibit may be removed or dismantled, wholly or in part, before the official closing time on the last day of the exhibition. All exhibits must be removed by the time designated by ISAPS.

5. Exhibitors shall comply with Health and Fire Department regulations and with all relevant city, state and federal laws.

6. Exhibitors will not in any way damage any part of the exhibition area by any cause whatsoever. The exhibitor guarantees to reimburse ISAPS directly for the repair of any damage caused or assessed by the exhibit hall owner and/or ISAPS.

7. Exhibitor must make their final payment to ISAPS upon receipt of the invoice. Any reserved booth will be available for sale to another exhibitor if full payment is not received by the deadline. All deposits paid at that time will automatically be forfeited and no refund will be made. No exhibitor shall occupy booth space in the exhibit hall until all fees due to ISAPS by the exhibitor are paid in full. Prices are subject to change in tax treatments.

8. Exhibitor hereby accepts liability for all acts or omissions by any representative or agent of the exhibitor, or any visitors to the exhibitor's booth. Exhibitor indemnifies and holds harmless ISAPS (and by extension all ISAPS representatives) against any and all liability including actions, suits, proceedings, claims, demands, costs and expenses which may be made against ISAPS or incurred or become payable by them arising out of the supply or demonstration by the exhibitor of samples of any kind whatsoever whether such samples be sold or provided for free and including any legal costs, expenses, compensation and/or disbursements paid by ISAPS on the advice of Counsel to compromise or settle any such claims. Notwithstanding the indemnity hereby given, the exhibitor undertakes to arrange appropriate third-party liability insurance to the value of a minimum of \$5m and to provide evidence of such insurance to ISAPS.

9. Neither ISAPS, their employees or contractors, nor the Congress Center will be responsible for the safety of any exhibit or property of any exhibitor, or any other person, for the loss, or damage or destruction thereof, by theft or fire or any other cause whatsoever, or for any loss or damage whatsoever sustained by the exhibitor by reason of any defect in the building caused by fire, storm, earthquake, flood, lightning, national emergency, war, labor disputes, strikes or lock outs, civil disturbances, explosion, inevitable accident, acts of terrorism, force majeure, or any other cause not within the control of ISAPS or for any loss or damage

occasioned, if by reason of happenings of any such event, the opening of the exhibition is prevented or postponed or delayed or abandoned, or the building becomes wholly or partially unavailable for the holding of the exhibition. The exhibitor agrees and undertakes to insure the full replacement value of the contents of their booth and all associated equipment, materials and samples. The exhibitor will produce proof of coverage upon request from ISAPS. The exhibitor is responsible for the safety of its exhibitor's products, displays and any materials within the boundaries of the booth or held elsewhere during the move-in or move-out period.

10. Exhibitor will leave the assigned booth space clean and orderly during the exhibition and after moving out.

11. ISAPS reserves the right to postpone the exhibition from the set dates, and to hold the exhibition on other dates as near to the original dates and location as practicable, utilizing the right only where circumstances necessitate such action and without any liability to ISAPS.

12. If due to any unforeseen circumstances it is necessary to close the exhibition on any day or days or to vary the hours when the exhibition is open, ISAPS reserves the right to do so, at their sole discretion without any liability.

13. ISAPS may at their sole discretion modify the Rules and Regulations and do anything at their sole discretion they deem desirable for the proper conduct of the exhibition, provided that such amendments or additions do not diminish the rights reserved to the exhibitor under this Agreement.

14. ISAPS reserves the sole right to assign or to reassign the exact location of any booth as deemed necessary for the benefit of the entire exhibition. ISAPS agrees to the best of their ability to assign space to exhibitor that is not in close proximity to exhibitor's competitor(s) as indicated by exhibitor on the official registration form.

### 15. Conduct of Exhibitor and Representatives

- **Annoyance:** Exhibitors may not engage in any activity in or around their assigned exhibit space that may cause annoyance to other exhibitors or visitors.

- **Limitation of Business:** Exhibitors must conduct all business within their exhibit space and under no circumstances may this business be carried out in aisles or any other common space.

- **Microphones:** Volume of microphones used in any booth space must not cause annoyance to other exhibitors or visitors. ISAPS reserves the right to prohibit microphones on site if, in ISAPS' opinion, any annoyance is being caused.

- **Aisles:** Any encroachment on the aisles of the exhibit hall shall be considered a breach of contract and articles or goods found therein during the period of the exhibition may be removed by ISAPS or their agents and ISAPS shall not be responsible for any loss, damage or other action caused by such removal.

- **Publicity:** Any publicity materials shall be displayed and/or given away only from the exhibitor's assigned booth. Any materials found elsewhere in the exhibit hall or in/around the general session room without the express permission of ISAPS shall be removed and ISAPS shall not be held responsible for the loss, damage, other action or cost of removed or destroyed materials.

16. ISAPS reserves the right to prohibit and/or reject any exhibitor or their representative for failure to comply with the Terms and

Conditions as set forth herein. Exhibit fees are non-refundable in cases of rejection or removal of an exhibit for non-compliance. ISAPS reserves the right to reject applications for exhibit space if in the sole opinion of ISAPS it is considered that such application is not appropriate to the exhibition or in any case of previous non-compliance with ISAPS' Terms and Conditions.

17. The exhibitor agrees to pay all costs of collection, including attorney fees, regardless of whether an action is filed.

**18. SPONSORSHIP OR BOOTH CANCELLATIONS & SPACE REDUCTIONS**

Notice of cancellation or requests for space reductions must be made in writing to the Exhibit Coordinator and received by the deadlines noted below to initiate a refund. All refunds are subject to a 20% handling fee.

By January 11, 2024 - 100% refund

By April 11, 2024 - 50% refund After April 11, 2024 – no refund

19. In the unlikely event of a requirement to postpone or change dates of the World Congress due to decisions of the Colombian authorities relating directly to COVID-19 regulations, ISAPS agrees to transfer any pre-paid stand fees to equivalent activities at the replacement equivalent ISAPS event. Refunds will be considered if such replacement opportunity is not made available.