

Exhibitors' Technical Manual

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the **INS 2026** Exhibition.

The Exhibition will be held in conjunction with the **17th World Congress of the International Neuromodulation Society (INS 2026)** which will take place **on 9-14 May 2026 in Lisbon, Portugal.**

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

Please read all the information in this manual. It will take you very little time now and could save you a great deal of time later.

Please forward this manual to everyone who is working on this project, including your stand builder, as it contains useful information about the Congress.

We look forward to welcoming you in **Lisbon** and wish you a successful congress and exhibition!

For further support, please don't hesitate to contact us:

DIYANA YOSIFOVA

Exhibition & Industry Coordinator

E: dyosifova@kenes.com | T: +41 22 908 0488 Ext. 258 Each exhibitor/supporter has received an e-mail with login details to access the Portal.

The Portal enables Supporters and Exhibitors to:

- Submit Company logo and profile
- Order Lead retrieval (Badge scanners)

- Order exhibitor badges
- Submit booth drawing (for “Space Only” booths) and Fascia (for shell scheme booths)

Link to access the Portal <https://exhibitorportal.kenes.com>

Notes:

The login details has been sent to the person signing the contract. This person is responsible for passing on the login details to third party if needed.

Access to all Portal services will be available only after submission of your company profile and logo.

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

Kenes Group Contacts:

Meeting Organizer

Kenes Group
Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140
Email: ins@kenes.com

Exhibition Manager

Ms. Diyana Yosifova | Kenes Group
Email: dyosifova@kenes.com

Sponsorship and Exhibition Sales

Ms. Victoria Eskenazi | Kenes Group
Email: veskenazi@kenes.com

Registration

Ms. Sandra Silva | Kenes Group
Email: reg_ins26@kenes.com

Official Contractors:

Furniture Rental / *Booth Cleaning/ Graphics & Signage/ *Electricity / Additional Booth Fittings / *Rigging / Plants & Flower Decorations / *Security/ *Waste Removal / *In-Booth Catering / Screens & AV Equipment

LISBOA-FCE

Liliana Borges

E-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt

Tel: + 351 21 892 14 28 1

Mobile: + 351 96 978 53 79

**Exclusive to the CCL*

[◆ Order Form Furniture](#)

[◆ Furniture Catalogue](#)

[◆ Order Form Flowers & Plants](#)

[◆ Order Form Signage for Shell Scheme Booths](#)

[◆ Order Form Security](#)

[◆ Order Form Waste Removal Services](#)

[◆ Order Form Cleaning Services](#)

[◆ Order Form Rigging](#)

[◆ Order Form Technical Services](#)

[◆ Order Form Electrical Services](#)

[◆ Order Form Audio Visual Equipment](#)

Freight Handling & Onsite Logistic Agent

Merkur Expo Logistics GmbH

Patricia Zintel

E-mail: patricia.zintel@merkur-expo.com | Mobile No: + 49 (0) 170 2229525

For shipping instructions and tariff please [click here](#).

Merkur is the **exclusive** handler inside the venue.

In-Booth Catering

Silva Carvalho Catering

Exclusive Catering Agency for this event

Contact person: Inês Oliva

E-mail: ioliva@sccatering.pt

[In-Booth Catering Order form](#)

Deadline: Friday, 10 April

Hostesses & Temporary Staff Hire

Springevents

Margarida Fonseca

E-mail: margarida.fonseca@springevents.pt

Hostesses & Temporary Staff Hire Request Form: TBA

Date	Exhibition Hours	
Saturday, 09 May	Exhibition Set-up Space Only Stands	09:00–20:00
Sunday, 10 May	Exhibition Set-up All stands	08:00–16:00
Sunday, 10 May	Exhibition Open	17:00–End of Opening Reception
Monday, 11 May		07:45–17:00
Tuesday, 12 May		07:45–17:00
Wednesday, 12 May		07:15–17:00
Thursday, 14 May		CLOSED

Wednesday, 13 May	Dismantling	17:30–23:00
-------------------	--------------------	-------------

**Subject to a change*

- The timetable is subject to possible changes in accordance to the [Scientific Program](#). Updates to follow up in due time.
- Dismantling of the stands before the official hour is not permitted.
- All shell scheme booths are required to be on time for dismantling from the hour that it is written that it starts, so that they can pack their materials and after that the official builder is being able to dismantle their booth.
- All exhibitors should be in their Booth 30 minutes before the official opening hour.

Set-up and Dismantling Notes

- Empty crates and packaging material must be removed after set-up and no later than **Sunday, 10 May at 15:30**.
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- **SAFETY SHOES ARE A “MUST”** during set-up dates: **09 and 10 May** (also for Shell Scheme exhibitors!) and **during dismantling on 13 May**. Access to the exhibition hall will **NOT** be allowed without safety shoes.
- Safety Shoes are always compulsory when: design stand builders are working on the space; construction materials are on the aisles; machinery (forklifts, cherry pickers are on the space).
- No Safety Shoes are compulsory when: aisles are empty (no construction material); main set up doors are closed, and no more machinery will be on the space (only transpalets allowed); during this time stand builder can be working inside the booth; this time is for exhibitors to start decorating their booths.
- **Dismantling** of the booths **before the official closing of**

the exhibition is not permitted.

- **Waste removal:** It is the exhibitor's responsibility to dispose of all materials after dismantling.
- **Shell Scheme booths** -> any equipment, display aid or other material left behind after **Wednesday, 13 May 2026** at **19:30** will be considered discarded and abandoned.
- **'Space Only' booths** -> any equipment, display aid or other material left behind after **Wednesday, 13 May 2026** at **23:30** will be considered discarded and abandoned.
- Any charges incurred for waste removal will be sent to the exhibitor.

During Event Notes

- Please note that all exhibitors should be in their booth **30 minutes** before the official opening hour.
- Please note that **attendees might be passing through the Exhibition area on their way to the halls, poster area, and seating areas, even when the Exhibition is closed.** Therefore, please do not leave any visible valuable items at your booth. Additionally, we recommend considering extra security for your booth outside of Exhibition Operating Hours. Security Services Order Form is available in **Tab: Booth Services**.
- Therefore, please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth after Exhibition Operating Hours.

INS Opening Reception & 'Welcome' at The Exhibition Area

On **Sunday, 10 May** you are cordially invited to the **INS Opening Reception & 'Welcome'**, which will take place in the **Exhibition Hall** (Pavilhão 2) from **17:30 to 19:00**. Exhibitors are asked to please man their booths during the Opening Reception in the Exhibition Hall.

Action Item	Deadline	Contact Person
Hotel reservation for Staff	As soon as possible	https://hotels.kenes.com/congress/ins26 or email us to: dtomov@kenes.com
Company logo and profile	As soon as possible and no later than Friday, 03 April	<p style="text-align: center;">Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com</p> <p style="text-align: center;">For enquiries, please contact Diyana Yosifova E-mail: dyosifova@kenes.com</p>
Booth design for approval (Applicable for 'Space Only' booths)	Friday, 03 April	
Text for Fascia (Applicable for Shell Scheme booths only)	Friday, 03 April	
Lead Retrieval Barcode Readers Order	Friday, 24 April <i>Onsite rate will apply for orders received after this deadline</i>	
Exhibitor Badge Registration and Additional Badge Order	Saturday, 18 April	For enquiries, please contact the Registration Department E-mail: reg_ins26@kenes.com
Hostesses & Temporary Staff Hire	TBA	Springevents Contact person: Margarida Fonseca. E-mail: margarida.fonseca@springevents.pt Hostesses & Temporary Staff Hire Request Form: click here to download

Rigging* (‘Space only’ booths)	Thursday, 09 April <i>After this deadline additional late fee of 50% will be applied. Stock upon availability.</i>	<p style="text-align: center;">LISBOA-FCE</p> <p>Please visit “Booth Services” section for order forms and catalogs.</p> <p>For inquiries, please contact LISBOA-FCE team by e-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt</p>
Electricity order*		
Furniture Rental		
Shell Scheme Extras		
Graphics/Signage		
Daily Booth Cleaning*		
Waste removal services*		
Plants & Floral decorations		
Security*		
Telecommunications and AV Equip. (Screens, Laptop, Desktop)		
In-booth Catering*	Friday, 10 April	<p style="text-align: center;">Silva Carvalho Catering Contact Person: Inês Oliva E-mail: ioliva@sccatering.pt In-Booth Catering Order form</p>
Dedicated Wi-Fi / Internet*	TBA	<p style="text-align: center;">Exhibition Manager Diyana Yosifova E-mail: dyosifova@kenes.com</p>
Delivery Information		

Door to Door Shipments	Please contact MERKUR	Merkur Expo Logistics Contact person: Patricia Zintel E-mail: patricia.zintel@merkur-expo.com Mobile: + 49 (0) 170 2229525
Airfreight Shipments		
Deadline for pre-alert of your shipment at the Advance Warehouse	Friday, 24 April 2026	
Deadline for the arrival of your shipment at the Advance Warehouse	No later than Tuesday, 28 April 2026	
Deadline for application of time slot Exhibition goods – Direct Deliveries to Conference Venue	Friday, 24 April 2026 Subject to time slot <i>Please note there should be a person from your side onsite to receive your deliveries.</i>	

Exhibition Floor Plan

For most updated floor plan and list of exhibitors, please [click here](#).

The floor plan has been designed to maximize the exhibitor's exposure to the delegates.

List of Exhibitors

Please see all exhibitors listed here: <https://ins-congress.com/confirmed-exhibitors-supporters/>

- Each exhibiting company is entitled to free exhibitor badges. The amount of free exhibitor badges is stated in your contract, and determined by your booth size. Two exhibitor badges will be given for the first 9 sqm booked, and one additional badge for each 9 sqm thereafter.
- **The exhibitor badges allow access to the Exhibition area**

and to the INS Opening Reception & 'Welcome'.

- Exhibitor badges will be personalized i.e. they will include the name of the badge holder as well as the country and company name.
- **Please submit the list of individual names via the Exhibitors Portal no later than 18 April 2026.**
- Exhibitor badge holders are **not** eligible for CME/CPD credits and will *not* be listed in the list of participants (if applicable).
- **Exhibitor badges can be collected on-site. Please note that badges will not be mailed in advance.**
- Additional **exhibitor badges** may be purchased online through the Exhibitor's Portal, at the rate of **EUR 650** per badge.

Companies may purchase a maximum number of exhibitor badges as follows:

Booths of up to 60sqm – 15 exhibitor badges

Booths larger than 60sqm – 25 exhibitor badges

Notes:

– Deadline for ordering additional exhibitor badges via the Exhibitor Portal: **18 April 2026.**

Link to access the Portal <https://exhibitorportal.kenes.com>

– Please make sure that your company profile has been submitted via the Exhibitor's Portal *before* placing an order.

- All company representatives are required to wear exhibitor badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Exhibitor badges are for the use of company personnel manning the booth and should not be used to bring visitors to the Exhibition.

For any enquiries related to registration, please contact the Registration team by e-mail at: reg_ins26@kenes.com

Access to the Exhibition Hall during Set-up and Dismantling

Everyone must be fully registered to enter the exhibition hall during set-up and dismantling periods.

For this reason, stand builders/contractors/exhibitors must register in advance all of the personnel that are required to be on-site during set-up and dismantling periods.

The following information should be submitted to the Exhibition Managers, by email, no later than **Friday, 3 April 2026** to dyosifova@kenes.com.

Full name

Passport numbers

Name of the exhibit company

Name of the contractor/stand builder

Booth number

The **Kenes group** will provide visible identification, valid only for set-up or dismantling.

[Click here](#) to download the template, please fill only the green columns.

It is not necessary for persons with an Exhibitor Badge to additionally issue a set-up and dismantling pass.

Make sure to pre-register all personnel in order to avoid delays once you arrive on-site.

“K-Lead” Application – Barcode Scanner Application

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium.

We are pleased to offer you the K-Lead Application. Supporters can download the K-Lead app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' contact information with a quick scan of their badge.

Advantages of the **K-Lead application**:

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

Cost per unit: EUR 750 (excluding 4% credit card charges fees, excluding VAT if applicable).

Device is NOT included!

Deadline: Friday, 24 April 2026

Onsite rate of EUR 850 will be applied for order received after above deadline.

Unlock the Power of K-Lead Plus:

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

follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.

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

Cost for K-Lead Plus: EUR 350

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

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

How to order K-Lead and K-Lead Plus? -> These services are available to purchase from the Exhibitor's Portal <https://exhibitorportal.kenes.com>

API Integration

Do you want to use your own scanning device or app? Need real-time API integration?

We're excited to introduce our new API-sharing service that seamlessly integrates delegate data from our events directly into your CRM. No more manual data entry—just instant, secure, and accurate lead transfer.

How it works:

-  Instant API Access – Scan delegate badges using your own app and retrieve full attendee details.
-  Real-Time Sync – Automatically update your CRM.
-  CRM Compatibility – Integrates with major CRM systems like Salesforce, HubSpot, and Microsoft Dynamics.
-  Data Accuracy – Ensure accurate, up-to-date delegate info, reducing manual entry errors.
-  Custom Mapping – Adapt data fields to fit your CRM's structure.
-  Secure & Compliant – Advanced encryption ensures data protection.
-  Analytics & Reporting – Gain insights on leads and engagement.

If you are interested in the API Integration service, please contact the Industry Coordinator at dyosifova@kenes.com for more information.

The Exhibition will be held in Pavilion 2 (Rio Pavilion / Pavilhão do Rio) which is located on the Ground level.

Kindly note that the hall name as will be displayed in all

publications as well as onsite signage will be “**Exhibition Hall**”.

For **virtual tour** of Pavilion 2 click [HERE](#).

For **technical specifications** of Pavilion 2 click [HERE](#).

Please note that the balcony and stairs will be accessible to delegates, and the top elements of the booths will be visible from above.

Therefore, please ensure that all top surfaces are neatly finished and covered.



Build-Up Height

- The **maximum** building height for the **top** of all elements is **5 meters** (including hanging banners)
- **Important note:** the ceiling bellow the gallery has a maximum construction height of **2.5 meters** (Booths 09-19, 28 and 37-47)
- Shell scheme booths build up height is **2.5 meters**

Exhibitors with booths higher than the maximum permitted height will not be allowed to set-up their booths.

Kindly note:

- Any part facing adjacent booths that is above 2.5m in height (back-to-back wall) needs to be designed with neutral tones (preferably white). The backwalls (reverse side) of any booth that is adjacent to another booth – over 2.5m in height – must be nicely finished, free of exposed wiring, graphics, or logos, to maintain a clean and professional appearance.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and, in particular, that they do not endanger life and health.

- Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.

Floor

Floor type: Granite.

Maximum floor load: 2.000kg/sqm

Power supplies and other utilities, such as internet cables, are typically distributed to booths via the floor. However, it is crucial to verify this with us in advance, as these may vary depending on the specific booth location and your unique requirements.



◆◆Important◆◆:

- Exhibitors are required to have floor cover or carpeted floor within their booth space (note that shell scheme booths already come with carpet).
- All floor coverings must be secured and maintained so that they do not cause any hazard.
- Fixing the floor covering to the hall floor may only be possible if the exhibitor/builder's use approved tape.
- Exhibitors and stand builders are responsible for ensuring that the exhibition floor is left in the same condition it was found in. Any damage or soiling that cannot be removed during routine cleaning will be charged to the exhibitor or stand builder.
- Mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

Raised Floor/Platform

The organizers and the Venue must be informed if the booth has

a platform (when submitting the drawings for approval), as well as the scheduled set-up (day and time). Without this information the Venue/ Official Contractor will not be able to provide the requested service(s) and the prepayment will not be refunded. Before placing the platform, the exhibitor/stand builder must confirm that service(s) provided by the Official Contractor (electricity, water, cables, Internet, etc.) are in the right place. Access to the service points/water tramp/electricity tramp are compulsory when a platform is installed (keep those points accessible). Once the platform is installed, no new services that need to go under it will be accepted.

Please note that if your booth has a platform/raised floor, you are required to provide either a ramp* or sloped edging around the entire booth** to ensure access for people with disabilities. The platform sides must be closed and finished neatly. The platform **edges must be safe, secured and easily visible** to avoid trip hazard.

*For your reference, see below an image showing a ramp:



**For your reference, see below an image showing sloped edging around the entire booth:



Ceiling Rigging

Ceiling hanging is permitted.



Ceiling Hangings

- The **maximum** building height for the **top** of all elements, **including hanging banners**, is **5 meters**
- Lighting trusses maximum height: 7.5 m
- All rigging must be executed by AVK, the venue's designated rigging partner. AVK/CCL must approve any rigging request.
- Please send your rigging plan **no later than Thursday, 09 April**.
- Rigging order form can be found [HERE](#).

Shell Scheme Booths

To ensure a smooth and efficient installation and dismantling process of your booth, **LISBOA-FCE** has been appointed as the **official stand contractor** for the INS 2026 Congress.

Pre-booked shell schemes through Kenes include the following:

- **Walling** – standard shell scheme system, 2.5m-high
- Company name on **Fascia board** printed in standard black & white lettering
- **Lighting** – 1 spot per 3 m² (**power not included**, you need

- to order electricity for them in order to be working)
- 2 electric outlets (**power not included**, you need to order electricity for them in order to be working)
- **Blue Carpet**



Image shown is for illustration purposes only

- Actual panel size: 100 cm W x 250 cm H
- Visible panel size: 98 cm W x 230 cm H

Click [HERE](#) for detailed booth dimension information (6sqm, 9sqm, and 12sqm)

Note: Corner shell scheme booths are provided with **two open sides** and 2 fascia panels with company name.

Shell scheme booth comes with a blue carpet as part of the shell scheme package. If an exhibitor (shell scheme booth only) prefers a different carpet color, an additional charge will apply for the rental and installation of the preferred color.

Click [HERE](#) to access the corresponding order form.

Shell Scheme booths do NOT include:

- Furniture
- Booth cleaning
- Electricity
- Graphics

Furniture Rental / *Booth Cleaning/ Graphics & Signage/ *Electricity / Additional Booth Fittings / *Rigging / Plants & Flower Decorations / *Security/ *Waste Removal / *In-Booth Catering / Screens & AV Equipment can be ordered directly through **LISBOA-FCE** , the official stand contractor.

Deadline: Thursday, 09 April.

*After this deadline additional **late fee of 50%** will be*

applied. Stock upon availability.

For inquiries, please contact **LISBOA-FCE team** by e-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt

◆ [Order Form Furniture](#)

◆ [Furniture Catalogue](#)

◆ [Order Form Flowers & Plants](#)

◆ [Order Form Signage for Shell Scheme Booths](#)

◆ [Order Form Security](#)

◆ [Order Form Waste Removal Services](#)

◆ [Order Form Cleaning Services](#)

◆ [Order Form Rigging](#)

◆ [Order Form Technical Services](#)

◆ [Order Form Electrical Services](#)

◆ [Order Form Audio Visual Equipment](#)

Fascia Sign

Maximum of **21 characters** (including spaces) may be written on your fascia (applicable for a 9 sqm booths).

Please submit lettering for fascia via the [Exhibitor's Portal](#) by **Friday, 03 April**.

If text for your fascia is not received by above deadline, we will provide you with a fascia title as per your application form.

The standard fascia lettering is black and white. If you would like to print your company logo on the fascia board, in place of or in addition to your company name, or have custom graphics printed on the fascia board, this can be ordered at an additional cost through LISBOA-FCE , the official stand contractor, until Thursday, 09 April. Click [HERE](#) to access the

corresponding order form.

Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by LISBOA-FCE – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Monday, January 22**.
- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing **before Thursday, 09 April** – it will

be assumed that the exhibitor will have opening on the additional side(s). Exhibitors are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.

- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with dark blue carpet. If the exhibitor wishes to have a carpet in a different color, an additional fee will be required. Please contact the official stand contractor for more information.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Electrical switchboards have to be reachable and the Exhibitor has to switch off the booth lights at the end of the day.
- Exhibitors requiring additional equipment may visit the order form and catalogs or contact the official stand contractor – as per published deadlines (see the “*Deadlines & Key dates*” and “*Booth Services*” sections for more information).

Exhibitors using independent contractors are required to submit the following for the organizer approval:

- 1. A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed booth to be built.**
- 2. Position of your booth on the floorplan with orientation**
- 3. Utility connections: electrical, water and drainage – a list of all appliances**
- 4. The name and contact details of the construction company.**

Please submit the files through the Kenes Exhibitor’s Portal:
<https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access

the Exhibitor's Portal.

Deadline: Friday, 03 April 2026

Construction Notes:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
- Exhibitors are kindly requested to **allow sufficient see-through areas** that ensure clear views of surrounding exhibits. **Entire side-way walls will not be approved.** You are only allowed to build walls that covers third of each side.
- **Island booths** should be partly accessible on all "open" sides. We try to keep the exhibition as open and inviting as possible. Wall construction alongside aisle is allowed but max 1/3 of side to side may be covered.
- Construction finish must be perfect in all the stand's visible areas, including rear sides and top elements.
- Advertising on the boundary with other stands is prohibited.
- **Multilevel** structures are **not permitted**.
- Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
- The **maximum building height** for the top of all elements is **5 meters**.
- Structures installed for specific events, exhibition stands including installations, special structures and exhibits as well as advertising displays must be sufficiently stable that they do not pose a threat to public safety and order and that they do not endanger life and health.
- Exhibitors / customers are responsible for ensuring the load-bearing capacity and stability of such structures and may be required to furnish the relevant proof.
- Any part facing neighboring stands that is above 2.50 m in height needs to be designed with neutral surfaces

(white or grey).

- **Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle.**

For example:

- Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
- Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth)
- Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.

Kindly note:

- The organizers will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- Work cannot commence until the booth drawings are approved by the organizers.
- The used spaces must be returned to the CCL completely clear of all items and the Exhibition areas restored to their original state.
- We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact the Exhibition Manager at dyosifova@kenes.com to coordinate a visit.

Raised Floor/Platform

The organizers and the Venue must be informed if the booth has a platform (when submitting the drawings for approval), as well as the scheduled set-up (day and time). Without this information the Venue/ Official Contractor will not be able to provide the requested service(s) and the prepayment will not be refunded. Before placing the platform, the exhibitor/stand builder must confirm that service(s) provide by the Official Contractor (electricity, water, cables, Internet, etc.) are in the right place. Access to the service points/water tramp/electricity tramp are compulsory when a platform is installed (keep those points accessible!). Once the platform is installed, no new services that need to go under it will be accepted.

Please note that if your booth has a platform/raised floor, you are required to provide either a ramp* or sloped edging around the entire booth** to ensure access for people with disabilities. The platform sides must be closed and finished neatly. The platform **edges must be safe, secured and easily visible** to avoid trip hazard.

*For your reference, see below an image showing a ramp:



**For your reference, see below an image showing sloped edging around the entire booth:



Ceiling Rigging

Ceiling hanging is permitted.



- The **maximum** building height for the **top** of all elements, **including hanging banners**, is **5 meters**
- Lighting trusses maximum height: 7.5 m
- All rigging must be executed by AVK, the venue's designated rigging partner. AVK/CCL must approve any rigging request.
- Please send your rigging plan **no later than Thursday, 09 April**.
- Rigging order form can be found [HERE](#).

All electrical set up must be approved by CCL and the links to the general mains can only be made by same services. CCL will not be responsible for connecting to the mains apparatus that do not correspond to the

information provide, and the exhibitors must name the person responsible for the stand's electric installation project. Damage caused to the mains or to the specific point by these connections is the sole responsibility of the exhibitors. It is essential that exhibitor give the power needed in the booth

Please refer to the **order form** – click [HERE](#).

Power supply to the exhibits will be switched off after the

exhibition closes every evening. Exhibitors who require 24 hours electricity supply should contact the official contractor.

It is essential that exhibitor give the power needed in the stand. Damage caused to the mains or to the specific point by these connections is the sole responsibility of the exhibitors.

Booth Essentials

Booth Furniture Rental: click [HERE](#) for furniture catalog and [HERE](#) to download the order form.

Screens and Audio Visual Equipment rental: click [HERE](#) to download the order form (Applicable solely to exhibition stands!)

Signage for Shell Scheme: click [HERE](#) to download the order form.

Flower Arrangements and Plants: click [HERE](#) to download the order form.

Deadline: Thursday, 09 April

For any further inquiries, please contact LISBOA-FCE directly:

LISBOA-FCE

Liliana Borges

E-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt

Booth Cleaning

The organizers will arrange for general cleaning of the exhibition premises prior to the opening of the exhibition and daily prior to opening thereafter (excluding exhibit booths and displays).

For ordering daily stand cleaning, please refer to the **Exhibitor Order Form** – click [HERE](#).

Any company cannot clean the venue facilities surfaces to avoid damage on them.

Deadline: Thursday, 09 April

For any further inquiries, please contact LISBOA-FCE directly:

LISBOA-FCE

Liliana Borges

E-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt

Internet & Wi-Fi

Complimentary Wi-Fi will be provided by the conference during official conference days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking e-mails.

Should you have any **internet-based features, devices, or activities at your booth** (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Wired internet and Wi-Fi connection may be ordered *exclusively* through Kenes.

Please contact the Exhibition Manager Diyana Yosifova at dyosifova@kenes.com.

Important:

- **Creating your own private Wi-Fi network is not permitted**
- **The venue and the organiser reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.**
- **Note regarding technical support:** we will ensure that the service you purchased is functioning as it should, however we cannot troubleshoot or repair issues with client-provided equipment.
- Exhibitors must notify the CCL if they intend to install a raised floor or platform as internet access is mostly

provided through floor-based cabling. Raised floor or platform installation must be scheduled after the completion of relevant cabling work. Access point(s) must remain unobstructed and accessible throughout the installation process and beyond. Once the raised floor or platform is in place, no new service installations underneath it will be permitted.

- The exhibitor is responsible for following legal, ethical, moral and generally accepted internet and e-mail conduct when communicating across the conference's network. The venue reserves the right to disconnect and/or limit a user's right to or use of the network if rules and conditions are not respected.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area.
- Neither the **CCL** nor the organizers can accept responsibility for the security of the stands and their contents. The **CCL** as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their stand and equipment.
- Individual stand security may be ordered directly with the CCL.
- If you wish to hire security for your stand, this can be done via the **Exhibitor Order Form** – click [HERE](#).

Deadline: Thursday, 09 April

For any further inquiries, please contact LISBOA-FCE directly:

LISBOA-FCE

Liliana Borges

E-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt

Booth Catering

Food & Beverages service is an **exclusivity** of **Silva Carvalho Catering**.

Exhibitors who wish to order food and beverages for their stand are welcome to do so directly with the catering company.

Silva Carvalho Catering

Contact person: Inês Oliva

E-mail: ioliva@sccatering.pt

[In-Booth Catering Order form](#)

Deadline: Friday, 10 April

Important:

- It is not allowed to enter any kind of Food & Beverages including coffee machines from outside the venue.
- This exclusivity also includes all types of catering equipment such as coffee makers, juicers, popcorn machines, etc.
- **Silva Carvalho Catering** reserves itself the right to add a charge for the entry of any F&B products not supplied by the venue (authorization is necessary from the venue)
- The exhibitor must consider the space available in the booth to store and display the requested deliveries.

Waste Removal

For ordering waste removal please refer to the **Exhibitor Order Form** – click [HERE](#).

Deadline: Thursday, 09 April

For any further inquiries, please contact LISB0A-FCE directly:

LISB0A-FCE

Liliana Borges

E-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt

Storage

The CCL has no storage facilities. Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) should be coordinated with Merkur team (payable service).

Under no circumstances may packed materials of any kind be left in the aisles, on the stands, around or behind the stands.

Please contact Merkur with information on sizes and number of parcels, size, and storage period. E-mail: patricia.zintel@merkur-expo.com

Shipments sent directly to the venue prior to the set-up period will be refused by the venue.

Once the event & dismantling are over, the CCL shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the CCL takes care of the removal of these items, it will be charged to the exhibitor.

Technical Services

The following utilities are available for exhibitors:

- **Cold water and drain connection** (depends on booth location)
- **Compressed air connection and supply** (subject to approval)
- **Booth carpeting**

Please download the order form [HERE](#) to request these utilities.

Deadline: Thursday, 09 April

For any further inquiries, please contact LISBOA-FCE directly:

LISBOA-FCE

Liliana Borges

E-mail: lisboacc@ccl.fil.pt and liliana.borges@ccl.fil.pt

Hostesses & Temporary Staff Hire

For hostess and temporary staff hire, our preferred vendor is *Springevents*. To submit a request for hostess and temporary staff hire, please click here to download the relevant order form.

Deadline: TBA

For any further inquiries, please contact *Springevents* directly:

Springevents

Margarida Fonseca

E-mail: margarida.fonseca@springevents.pt

Accommodation

Kenes International is offering exhibitors specially reduced rates for various hotels around the Congress venue.

Information, pictures, location and rates are available on the hotel accommodation page: <https://hotels.kenes.com/congress/ins26>.

Loading Bay

Access to the Loading Bay is from Rua da Junqueira 61a, 1300-343 Lisboa.

Please coordinate your arrival (unloading and loading) with the official logistic agent – **MERKUR Expo Logistics GmbH**. In order to maintain the smooth and efficient flow of traffic, exhibitors will be assigned designated unloading time slots. Strict adherence to these time schedules and prompt removal of vehicles upon completion of unloading are essential to ensure seamless operations.

Parking in the loading bay is prohibited as the loading bay space is limited and designated exclusively for loading and unloading purposes.



For security, insurance, and efficiency reasons, *Merkur Expo Logistics* is the sole official agent to handle cargo inside the venue. Booth builders are prohibited from using trolleys during set-up and dismantling periods.

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

Loading Bay Doors

The gate to the Pavilion 2 is 4.70m wide by 3.30m height.



Parking of Private Cars

The car park has one entry from Rua da Junqueira, it's required to go around the building from the right. The car park adapt it's business hours to the events. Users of the car park may choose one of several payment options.

Find out more about other car park located in Praça das Indústrias, at www.parkopedia.pt

Access to the exhibition area

The delivery and removal of materials and goods for the exhibition stands is allowed only by the official freight forwarder and their local agent.

Important note: companies which are bringing their own goods should contact the official freight forwarder to coordinate their arrival and the use of the loading bay, the service

entrance and the lifts.

Access for Deliveries

Please be advised that neither the Organizers nor the **CCL** can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Deliveries may not be made prior to **Saturday, 09 May 2026**. Any deliveries prior to this date, or off the official working hours, will not be accepted.

Please refer to the Shipping Instructions for the deliveries address.

As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to or from stands must be made 30 minutes before or after exhibition opening hours.

It is recommended that all contractors, drivers and exhibitors bring their own trolleys to transport goods to and from their stand.

1:1 Meeting Scheduler – Kenes Connect

We are delighted to offer you an exciting opportunity to maximize **your** visibility and engagement at **INS 2026** with **1:1 Meeting Scheduler**, our new smart meeting scheduling feature.

With 1:1 Meeting Scheduler, you can:

- Enable delegates to book one-on-one meetings directly with your team
- Increase onsite traffic and strengthen your brand visibility
- Highlight your key projects to attract the right audience
- Connect with attendees genuinely interested in your

- company and projects
- Manage all your meetings easily through the Exhibitor Portal

Price: 750 EUR

Deadline for ordering the service: 10 days prior to the Congress

1:1 Meeting Scheduler is available to purchase from the Exhibitor's Portal <https://exhibitorportal.kenes.com>

□ Don't miss out! As this is our first launch, we're offering 1:1 Meeting Scheduler at a reduced price for this year only. Take advantage of this exclusive opportunity to connect, engage, and grow your impact at INS 2026.

IMPORTANT: Venue Rules & Regulations

Please read thoroughly the venue's rules and regulations – click [HERE](#).

Please note that these regulations are in addition to the exhibition Rules and Regulations listed below.

Exhibitors must comply with **CCL** rules and regulations including operation, fire safety, construction and other security regulations.

These rules and regulations are contractually binding and must be adhered to by all Organizers, exhibitors, and their contractors, including exhibition service providers and stand construction companies engaged to execute work on-site.

Animals

- It is not permitted to bring animals into the venue.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is

prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol and drugs.

- The Exhibitors and contractors are required to wear the necessary personal **protective equipment** such as safety footwear, protective helmets, eye protection, and hand protection required by the specific work activity.
- The use of cutting machines, welding machines, sanders and spray guns is strictly forbidden.

Children

- No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

Compressed Gases

- Use of compressed gases is not allowed.

Damage to the Building

- Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Disposal of Material

- It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.
- When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

Fire Regulations

- Stand material and fittings must be non-flammable or impregnated treated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and non-fireproof straw and reeds are prohibited.
- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.

Fire Insurance (compulsory)

- Exhibitors must be insured against fire.

Health & Safety

- It is the responsibility of the stand holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the stand holders appoint a supervisor for the stand, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the stand and submitted to the organisers.

Hanging of Posters, Banners etc.

- Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorisation.

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organisers nor the venue, their

representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.

- The organisers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organisers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organisers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.
- Companies involved in assembling and decoration of stands are required to have a previous credential, which implies the presentation of an insurance policy for civil and professional liability, covering damage caused in the premises or to a third party and possible damage due to stoppage of CCL's activities, in the amount of 1.000.000,00 EU.

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organisers against all claims and expenses arising from any damages.

- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organisers find it necessary to change the dates of the Exhibition, the organisers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organisers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

Security

- Safety and Security of Material. Please do not leave any bags, boxes or suitcases unattended at any time, whether inside or outside the exhibition area. The organisers and venue cannot accept liability for loss of or damage to private property or goods.
- The organisers will provide security guard service in the exhibition hall during off-show hours. Neither The **venue** nor the organisers can accept responsibility for the security of the stands and their contents and for damage to, or theft of any goods. Exhibitors are fully responsible for the security of their stand and equipment.

Sound Equipment and Music

- In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighbouring exhibitors.
- Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).
- It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters

of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

- Live music is not allowed.
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud
- The organisers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organisers have no copyright responsibility in respect of any exhibiting company.
- Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organisers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booth.
- Advertising activities must not cause obstructions or disturbances in the aisles or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Filming

- Exhibitors may film within their own booth, capturing their own staff and materials. However, all equipment and camera crew must remain within the designated booth boundaries.
- Filming of other exhibitors, their materials, Congress

features, or any sessions is strictly prohibited without prior written permission from the organizer or the respective exhibitor.

Photography

- Photography within booths is not permitted during exhibition setup/breakdown unless the photographer is officially hired by the exhibitor and ensures no neighboring booths are included in the pictures.
- During exhibition opening hours, photography of all aspects of the event is generally allowed, except where the photographer or equipment would obstruct or endanger delegates or staff.

Smoking Policy

- The venue operates a NO SMOKING policy in ALL halls.

Special Effects

- Special effects lighting, live music, smoke and laser projection may not be used in the stands.
- No permission will be given for projection in the aisles or on the walls of the hall.

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area.
- Any discarded waste, including promotional material, left behind will be removed by the organisers at the expense of the exhibitor concerned.

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

[INS 2026 Shipping Instructions are available here.](#)

Delivery & Logistic Services

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

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

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

Kindly note that the official agent is the exclusive agent for move in and move out of the venue. Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

Please note that all materials entering the venue incur a handling charge.

To receive a price quote for handling and to assure arrival of your materials, please be sure to complete the "Pre-advice" form included in the shipping instructions.

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

In order to assure receipt of sent materials, Merkur must receive the "Pre-advice" form found at the end of this section.

Please complete this form and return it to patricia.zintel@merkur-expo.com.

You will then receive confirmation of your material arrival.

Merkur Expo Logistics

Patricia Zintel

Mobile No: + 49 (0) 170 2229525

patricia.zintel@merkur-expo.com

For shipping instructions and tariff please [click here](#).