

Industry Symposia Manual

Dear Supporter,

We are happy to present you with the INS 2024 Industry Symposia Manual.

INS24 will be held in conjunction of the **17th World Congress of the International Neuromodulation Society (INS 2026) which will take place on 9-14 May 2026 in Lisbon, Portugal.**

This manual covers important information and is designed to assist in preparing for your Session. We trust that you will find it helpful and suggest that you read all the information presented. 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.

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's profile
- Order lead retrieval (badge scanners)
- Submit individual names for badges and order extra exhibitor badges
- Submit booth drawing (for "Space Only" booths)/Fascia sign lettering (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.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

Kenes Contacts:

Conference Organizer

Kenes Group

Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
E-mail: ins@kenes.com

Industry Coordinator & Exhibition Manager

Diyana Yosifova

Tel: +41 22 908 0488 Ext: 995 | E-mail: dyosifova@kenes.com

Industry Liaison & Sales

Victoria Eskenazi

Tel: +41 22 908 0488 Ext: 986 | E-mail: veskenazi@kenes.com

Audio Visual Coordinator

Mike Perchig

E-mail: nest@nest-av.com

Registration Specialist

Sandra Silva

Tel: +41 22 908 0488 Ext: 218 | E-mail: reg_ins26@kenes.com

Program Coordinator

Stephanie Orzech

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

Product Marketing Coordinator

Olaya Espejo

E-mail: oespejo@kenes.com

Contractors:

Catering

Silva Carvalho Catering

Exclusive Catering Agency for this event

Contact person: Inês Oliva

E-mail: ioliva@sccatering.pt

- [Lunch Symposiums Order Form](#)
- [Breakfast Symposiums, Device Learning Lab and Small Meeting Rooms Order Form](#)

Deadline: 16 April

Onsite Logistic Agent, Material Handing & Customs Clearance 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.

Hostesses & Temporary Staff Hire

Springevents

Margarida Fonseca

E-mail: margarida.fonseca@springevents.pt

Hostesses & Temporary Staff Hire Presentation and Request Form: [available here](#)

Furniture / Graphics & Signage / Plants & Floral Arrangements

LISBOA-FCE

Raquel Salgueir and **Carlota Barroso**

E-mail: raquel.salgueiro@ccl.fil.pt and carlota.barroso@ccl.fil.pt

◆ [Order Form Furniture](#)

◆ [Furniture Catalogue](#)

◆ [Order Form Flowers & Plants](#)

Action Item

Please refer only to items which are included in your signed contract

	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	https://hotels.kenes.com/congress/ins26 or email us to: dtomov@kenes.com
Payment of Invoice Balance	Must be received in full no later than one week prior to the Congress	FP&A Team accountsreceivables@kenes.com
Symposium Final Program (for approval by Scientific Committee)	As soon as possible and no later than 13 March 2026	

Diyana Yosifova

E-mail: dyosifova@kenes.com

Advert inside the Final Program	16 March 2026	
Advert in the Mobile App	10 April 2026	
Promotional E-mail Blast (Joint and Exclusive)	10 April 2026	
Text for Push Notifications	10 April 2026	
Badge Scanner/Lead Retrieval System	24 April 2026	
Placing orders for Recording, Live Streaming, Voting / Ask the Speaker/ Evaluation and other Technology Products and Services <i>Kenes Exclusive Services</i>	As early as possible and no later than 9 April 2026 <i>Orders received after the deadline will incur rush fees</i>	Olaya Espejo oespejo@kenes.com
Catering Services <i>Exclusive Service</i>	16 April 2026 <i>After this deadline surcharge will be applied, subject to items availability.</i>	Silva Carvalho Catering Contact Person: Inês Oliva E-mail: ioliva@sccatering.pt
Hostesses & Temporary Staff Hire	Please contact the agency	Springevents Contact person: Margarida Fonseca E-mail: margarida.fonseca@springevents.pt Hostesses & Temporary Staff Hire Presentation & Request Form: click here to download
Furniture / Graphics & Signage / Plants & Floral Arrangements	09 April 2026 <i>After this deadline additional late fee of 50% will be applied. Stock upon availability.</i>	LISBOA-FCE For inquiries, please contact LISBOA-FCE team by e-mail: raquel.salgueiro@ccl.fil.pt and carlota.barroso@ccl.fil.pt
Dedicated Wi-Fi / Internet <i>Exclusive</i>	20 April 2026	Diyana Yosifova E-mail: dyosifova@kenes.com
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms	14 April 2026 <i>Orders received after the deadline will incur 25% rush fees</i>	Mike Perchig nest@nest-av.com
Shipping & Material Handling Services		
Door to door & Airfreight shipments	Please contact MERKUR Deadline for pre-alert of your shipment at the Advance Warehouse: 24 April 2026	Merkur Expo Logistics Contact person: Patricia Zintel E-mail: patricia.zintel@merkur-expo.com Mobile: + 49 (0) 170 2229525
Shipment via Advance Warehouse	Deadline for the arrival of your shipment at the Advance Warehouse: 28 April 2026	
Direct Deliveries to Congress Venue	Please contact Merkur	

• **Industry Supported Symposia (breakfast and lunch):**

<https://ins-congress.com/industry-sessions/>

Important notes:

- Industry Supported Symposia are **not** included in main Congress CME/CPD credits.
- In order to support you in the best possible way, **please share your plans and**

requirements with us. This information is invaluable for the success of your symposium. Please coordinate directly with the Industry Coordinator Diyana Yosifova at dyosifova@kenes.com

- We recommend arriving early to **set up the hall** prior to the start of your Symposium. A member of the Kenes Operational team will be available onsite should you need any assistance.
- **Handouts** are allowed to be distributed at the entrance to the Symposium hall; however, it is NOT permitted to place material on the seats inside the hall. We encourage supporters to consider digital alternatives, minimizing paper waste.
- Printed tent cards placed on the head table are allowed and should be produced and provided by supporter.
- **We ask presenters to follow the time schedule precisely in order for the day's events may run smoothly. The updated scientific program can be found on the [INS 2026 Congress Website](#).**
- **Blackout Policy:** we respectfully request that all supporters (sponsors, exhibitors, special interest groups, and other stakeholders) comply with the Congress blackout policy and refrain from holding organized meetings or events in parallel to the scientific program. [Click here](#) to view the Congress program.

Please submit the final symposium program using the [attached Agenda Format](#) via email to the Industry Coordinator Diyana Yosifova at: dyosifova@kenes.com as early as possible and no later than **8 weeks prior to the Congress (13 March 2026 the latest)**.

Please note that the content, faculty, and program of the symposium is subject to the review and approval by the Organizers as done for the previous INS Congresses.

The proposed program should include:

Session Title (up to 110 characters including spaces)

Session Description (up to 200 words. Hyperlinks can be included).

Speaker Presentations Titles

Timing - duration of each speaker presentation and full timing of the agenda

Speaker/Moderator Full Name

Speaker/ Moderator Country

Speaker/ Moderator E-mail

Speaker/ Moderator Affiliation (optional)

Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

Speaker **Bio** - up to 200 words.

Speaker **Photo** - 180×240 px, JPG Format

Important remark about the speakers: INS Board Members must refrain from speaking at public Industry- or Company-supported events that occur during the INS Congresses and Interim Meetings. This includes non-CME luncheon and dinner symposia, or round tables that Industry supports and promotes during the congress. (e.g. Promotion from their exhibit) As leaders in this non-profit organization, the Directors should not put themselves in situations that can be perceived as an endorsement of a particular company or product during INS-hosted events.

Board members may participate in private events during the congress; however, the companies cannot market these private events. For example, the companies cannot display a poster or video in their exhibit that advertises that private dinner, event, or panel, etc.

In case of any changes to your symposium title or program after the initial submission, please update the Industry Coordinator Diyana Yosifova at: dyosifova@kenes.com.

Breakfast and Lunch Symposia Hall - Technical Details

Hall Name	Location	Area (sqm)	Hall Capacity	Hall Layout	Pictures and 3D view
Pavilion 5	Level 1	1200 sqm	400*	Banquet (8 chairs per table)	Available here

*subject to change

Innovations Day Hall - Technical Details

Hall Name	Location	Area (sqm)	Hall Capacity	Hall Layout	Pictures and 3D view
Pavilion 5	Level 1	1200 sqm	304	Banquet + side tabletops	Available here

Device Learning Lab Hall - Technical Details

Hall Name	Location	Area (sqm)	Hall Capacity	Hall Layout
Room 1.09	Level 1	70 sqm	45	Theater

Speaker Lectern in Pavilion 5 and in Room 1.09:

- The lectern will be branded with the general congress branding.
- If you are interested to have your own company branding note that this is **optional and should be arranged in advance and covered by the sponsoring company**.
- Signage exclusivity for CCL (see details below).
- Self-branding of the lectern is not permitted.
- **Lectern Dimensions:**
 - Front: W: 0.66m | H: 1.20m
 - Side: 2 Units: W: 0.70m | H: 1.20m



**REF. 68
Lecterns**

Production on vinyl applied on 5mm Polypropylene board.

**Front | W:0,66 H:1,20
Total area: 0,79**

**Side | 2 Units | W:0,70 H:1,20
Total area: 0,84**

Head Table in Pavilion 5

The head table will comprise **6 single table modules** like the below (note that the example below comprises 5 modules):



Sufficient seating for up to 6 persons

- Head table will be branded with the general congress branding.
- If you are interested to have your own company branding note that this is **optional and should be arranged in advance and covered by the sponsoring company**.
- Signage exclusivity for CCL (see details below).
- Self-branding of the head table is not permitted.
- **Head Table Dimensions:**
 - W: 4.80 m | H: 0.75m

**REF. 69
Head tables**

Production on vinyl applied on 5 mm Polypropylene board.

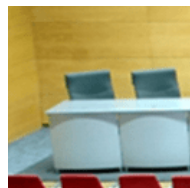
W: 0,80 H: 0,75

Total area: 0,60



Head Table in Room 1.09

The head table will comprise **2 single table modules** like the below:



Sufficient seating for up to 2 persons

- Head table will be branded with the general congress branding.
- If you are interested to have your own company branding note that this is **optional and should be arranged in advance and covered by the sponsoring company**.
- Signage exclusivity for CCL (see details below).
- Self-branding of the head table is not permitted.
- **Head Table Dimensions:**
 - W: 1.60 m | H: 0.75m

**REF. 69
Head tables**

Production on vinyl applied on 5 mm Polypropylene board.

W: 0,80 H: 0,75

Total area: 0,60



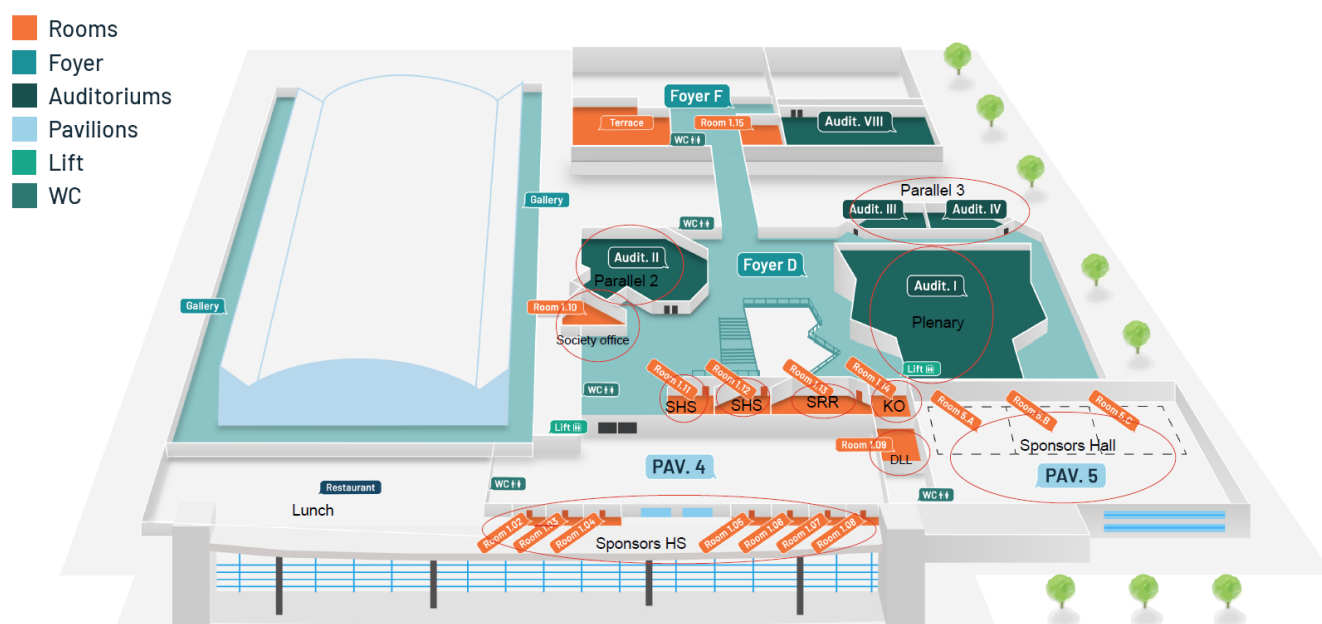
For alternative/additional arrangements please contact the Industry Coordinator at dysifova@kenes.com.

Please note that the head tables and lecterns will be branded with the general congress branding.

If a sponsor wishes to apply their own branding, the following terms apply:

- The **additional branding** must be **provided and fully funded** by the sponsor.
- All branding materials must be **ordered through the CCL**, the official branding provider.
- To prevent damage to the congress branding during installation and removal, sponsors choosing to brand the **head table and/or lectern** must also cover the cost of **one backup congress branding**.
- **For orders and questions, please contact:** Liliana Borges: liliana.borges@ccl.fil.pt; Raquel Salgueiro: raquel.salgueiro@ccl.fil.pt and Carlota Barroso: carlota.barroso@ccl.fil.pt
- **Artwork Submission Deadline: 9 April** - all branding artwork must be submitted to the CCL by this date.

Pavilion 5 and **Room 1.09** are located on **Level 1**:



Click here to enlarge the Floorplan: [INS26 VENUE Floorplan](#)

Pavilion 5: details, pictures and virtual tour available [here](#).

- Catering is **exclusive** to **Silva Carvalho Catering** and should be ordered in advance.
- **Caterig** can be taken into the symposium halls.
- For catering orders for Lunch symposiums in Pavilion 5, please refer to the [Lunch Symposium](#)

[Order Form.](#)

- For catering orders for Breakfast symposiums, for Device Learning Lab and for small meeting rooms, please this [Order Form](#).
- Supporters who wish to order **Catering for their symposium or for their meeting/hospitality room** are welcome to do so directly with **Silva Carvalho Catering**. Kindly contact Ms Ines Oliva at ioliva@sccatering.pt.
- **Deadline: 16 April 2026**
- If you are considering having catering during the symposium, please note that additional charges will be applied for cleaning the hall immediately following the session.
- Please take into consideration that lunch and refreshments will be served in the Exhibition Hall according to the Congress timetable ([click here](#) for the most updated timetable).

As indicated in the sponsorship agreement, the supporting company, in addition to the support fee, must cover all speakers' expenses, including registration fees, accommodation and travel expenses. This also applies in the case where the Sponsored Symposium speakers have already been invited by the INS 2026 Congress. **For recording, live-streaming and all interactive features information and costs, please contact Olaya Espejo at e-mail:**

oespejo@kenes.com Basic AV package in Pavilion 5 (Breakfast and Lunch Sponsored Symposia and Innovation Day)

- 3 x front projection screens, image of H1.6 X W2.8 meters approx.each;
- 3 x Data projectors, at least 4500 ansi-lumens each;
- Seamless Data/Video switcher;
- 46" Confidence monitor in front of the head table, showing the same image as projected on the main screens;
- 4 x 80" Delay monitors installed half way along the lateral walls and in front of the pillars, showing the same image as projected on the main screens;
- Countdown Timer monitor in front of the lectern, operated by the technicians at the AV Control desk;
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card - located at the lectern and networked to the Speakers' Ready Room.
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer);
- P.A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern;
- Audio monitors for the lectern and the head table;
- Lighting system, illuminating the lectern and the head table;
- All the required cabling;
- 2 x AV technicians to operate the above-mentioned systems during the Sponsored Symposia.

Basic AV package in Room 1.09 (Device Learning Lab)

- 86" screen on a high floor stand;
- 22" Confidence monitor on the head table, showing the same PowerPoint image as projected on the main screen;
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern;
- Wireless PowerPoint advancer/clicker (we recommend using the cursor of the laptop computer as a pointer);
- P.A. (sound) system, which covers the hall and the stage, including wired microphones for the head table, lectern and Questions & Answers with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern;
- All the required cabling;
- 1 x AV technician to operate the above-mentioned systems during the Sponsored Sessions.

If you have any questions on the AV or wish to upgrade the AV in the hall for the purposes of your symposium, please contact the Audio-Visual Coordinator, Mr. Mike Perchig at e-mail: nest@nest-av.com. We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. A 20-minute technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians. **Presentations Upload Onsite for the symposia taking place in Pavilion 5: Breakfast and Lunch Symposia and Innovations Day**

If you are using a **PowerPoint presentation (or any other PC-based application)**, please note that you have to **deliver it on a USB Memory stick** to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and **at least 1 hour before the start of the symposium**.

Presentations Upload Onsite for the sessions in Room 1.09: Device Learning Lab

If you are using a **PowerPoint presentation (or any other PC-based application)**, please note that you have to **deliver it on a USB Memory stick** to the technician in Room 1.09 **15 minutes before the allocated time of your slot**.

Please note that the Computers for the Presentations will be supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room **at least 2 hours before the start of the symposium** or as soon as you arrive at the Venue in the morning. Please make sure to check it with the technician in the symposium hall where your lecture is taking place, during a coffee or lunch break prior to your symposium, at least 30 minutes before the start of the symposium – even after checking it in the Speakers' Ready Room.

Important Note for Macintosh Users

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

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

Please refer to the Deliverables section on the website:

<https://ins-congress.com/deliverables-specs-deadlines/>

Kindly refer only to the relevant items in accordance with your sponsorship agreement.

Please submit all relevant items as per the guidelines via email to the Industry Coordinator Diyana Yosifova at dyosifova@kenes.com.

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines.

The symposium signage should be produced by the supporter.

Please make sure to follow the guidelines specified at the beginning of this section.

Symposium Hall Signage

Self-Standing Sign at the Entrance

1 x free standing vertical sign can be placed at the entrance of the symposium hall 30 minutes prior to the symposium published start time. Maximum dimensions: 85cm wide x 200cm high.

Please make sure to indicate the following disclosure on the sign: ***This session is not included in main event CME/CPD credits.***

Stage Banners

1 x free standing vertical sign can be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.

Signage in the Exhibition Area

Self-Standing Sign

The Supporter is entitled to place 1 x free standing vertical sign (85cm wide x 200cm high) advertising the **Symposium on the day of the symposium only**. The sign may be placed in the *exhibition area* during exhibition opening hours. Please liaise onsite with the Industry Coordinator and Exhibition Manager regarding exact time and location.

Notice:

Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.

Please make sure to indicate the following disclosure on the sign: ***This session is not included in main event CME/CPD credits.***

Symposium Badges

Each symposium organizer is entitled up to 10 Symposium badges which allow access to their Industry Session only.

Symposium badges will be prepared *upon request only* and can be collected at the Registration desk 2 hours prior to start of your Industry session. Symposium Badges needs to be returned to the Registration desk after the session has ended.

Wi-Fi

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

Should you require Wi-Fi or an internet line during your symposium or for your meeting room, please contact the Industry Coordinator Diyana Yosifova at dyosifova@kenes.com.

Meeting Rooms / Hospitality Rooms

Supporters interested in renting a meeting room during INS 2026 Congress should contact Industry Liaison & Sales, Ms. Victoria Eskenazi: veskenazi@kenes.com.

Supporters, who have rented a meeting room: please contact the Industry coordinator Diyana Yosifova dyosifova@kenes.com with your preferred setup for the room and how many participants are expected.

Meeting room Setup changes deadline: 9 April 2026

- **AV** can be ordered from the Conference AV coordinator.
 - Kindly contact Mike Perchig at nest@nest-av.com.
 - **Deadline** for ordering AV for your meeting room is: **14 April 2026** (*orders received after the deadline will incur 25% rush fees, subject to items availability*)
 - Kindly specify the name of the Sponsor/Exhibitor when approaching the AV coordinator.
- **F&B** is not included in the price and can be ordered directly from the Catering Agency.
 - Catering is **exclusive** to **Silva Carvalho Catering** and should be ordered in advance.
 - For catering orders for small meeting rooms, please refer to this [Order Form](#).
 - **Deadline: 16 April 2026**
 - Contact person: Inês Oliva | E-mail: ioliva@sccatering.pt
 - Kindly specify the name of the Sponsor/Exhibitor when approaching the Caterer.

Waste Disposal

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

"K-Lead" Application - 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: 750 USD (excluding 4% credit card charges fees, excluding VAT if applicable).

Device is NOT included!

Deadline: Friday, 24 April 2026

Onsite rate of 850 USD 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: 350 USD

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.

Maximize your Participant Experience - Use our innovative technologies for your Symposium

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

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

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

We also provide tailor made customized solutions - [contact us](#) to make it happen!

For more onsite products opportunities and price quotes - link will be shared in due course.

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

Please submit your order by **09 April 2026**. Orders received after the deadline will incur rush fees.



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 un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

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

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

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

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

Please note 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](#).

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