



General information

Merkur Expo Logistics GmbH has been appointed by Kenes as the sole official freight forwarder, customs broker, and handling agent for INS Lisbon 2026

For safety- and time reasons, no other contractor is permitted to bring the lifting platform into the venue and operate it.

The services offered by **Merkur Expo Logistics GmbH** include:

- Transport, national and international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time and slot management
- Unloading, delivery to exhibition-stands, forklifting
- Storage of empty boxes and crates during the event
- On-site assistance and supervision

Important Dates		
Show Dates	09.-14. May 2026	
Buildup	Saturday, 9 May	08.00 – 20.00h <i>All empty boxes must be removed, and all aisles must be cleared by 18.00h</i>
Dismantling	Wednesday, 13 May	17.30 – 23.00h



Shipping instructions

Merkur Contact Details |

Office | Merkur Expo Logistics GmbH | Rheinstraße 2 | DE - 65760 Eschborn

(No acceptance of shipments to this address)

Warehouse | Merkur Expo Logistics GmbH | Im Steinigen Graben 7 | DE – 63571 Gelnhausen

Merkur Expo Logistics project manager

Patricia Zintel

E-Mail: patricia.zintel@merkur-expo.com

Mobile: + 49 (0) 170 2229525

Instructions shipments via warehouse

- The venue does not accept shipments that are sent directly
- **Merkur Expo Logistics GmbH**'s responsibility ends with the delivery of the exhibitor's consignment to the stand during the set-up phase, regardless of whether the exhibitor is present or not. Items remaining on the stands after the official dismantling time will be removed at the exhibitor's expense.
- You can arrange your shipment to our warehouse with any carrier or courier service or contact us to get a quote for door-to-door shipping. We recommend door-to-door service to avoid too many parties involved.
- No acceptance of consignments without prior notice / order form (Consignments without advance notice will be charged with additional costs or returned to the sender)
- All shipments coming from non-EU countries are subject to customs clearance and must be accompanied by a commercial invoice for customs purposes. For shipments with high values that need to be returned after the event, we recommend opening a carnét in the country of origin.
- All shipments must be sent on a prepaid basis, Incoterm DDP (Delivered, Duties Paid).
- Handling costs according to official tariff.

Services	Dates
Deadline for pre-alert of your shipment to the warehouse	April 24, 2026
Deadline for the arrival of your shipment at the warehouse	April 28, 2026
Airport of destination	Frankfurt am Main (FRA)
Advance warehouse Shipping address	Merkur Expo Logistics GmbH Warehouse Im Steinigen Graben 7 DE – 63571 Gelnhausen
Labeling information	INS 2026 – Booth-No. EXHIBITOR NAME
Required documents	Oder form / Pre-Alert Labels Draft of a commercial invoice (Courier services may request additional documents)

Courier shipments + printed matter and bag inserts

- We strongly recommend sending your courier shipment to the advance warehouse only. Couriers face problems delivering shipments to the venue on a regular basis.
- We can only clear in our name FedEx, UPS, DHL Express and TNT Courier shipments. Please note that courier shipments cannot be cleared automatically by the courier companies but do require an importer of record. We will act as importers if required by providing our VAT registration number to customs. This service is chargeable, please check our tariff.
- Please be sure to send us pre-advice with the full details of the shipment: courier company, number of pieces and tracking number.
- Courier charges for handover of import shipping documents € 85.00/ document.
- Shipments that arrive without pre-altered and payment confirmation will not be accepted.

Instructions direct deliveries

- Only full truckloads of stand construction materials can be delivered directly to the venue (subject to the confirmed time slot and only within the official set-up times)
- Due to the limited space and tight schedule, all unloading operations will be carried out exclusively by **Merkur Expo Logistics GmbH**.
- You can organize this transport yourself or contact us for a quote for the door-to-door trucking service.
- Please make sure that you register for a time slot for your truck within the specified deadlines
- All unloading and deliveries to the stand are organized by our team with a 3t forklift.
- Handling costs according to official tariff.

Services	Dates
Deadline for application of time slot	April 24, 2026
Shipping address for direct deliveries by truck No Courier shipments to this address	CCL-The Lisbon Congress Centre Praça das Indústrias 1 PT-1300 307 Lisbon, Portugal
Labeling information	INS 2026 – Booth-No. EXHIBITOR NAME
Required documents	Oder form / Pre-Alert Time slot application

International shipments

- All international shipments must be sent to Frankfurt Airport
- For shipments in connection with customs clearance, please contact us. We require documentation (invoices, packing lists, etc.) for the receipt of your shipment. Please do not send any consignments without confirmation from us.
- Shipments arriving without prior notice will be charged at 85.00 euros + expenses at cost in addition to the handling rate.



- Please do not send any restricted products or contact us to check whether your goods require further documentation.

Storage and empties

Empty boxes and packaging material are collected and stored safely during the exhibition. All boxes should be sturdy enough to be repacked and reused after the end of the congress. Empties are stored outside the Congress Center and are not accessible after collection. **Merkur Expo Logistics GmbH** cannot be held responsible for damaged or lost material in the empties. If you require accessible storage of promotional materials, please let us know seven days before the opening of the congress. Smaller quantities of storage material can be handed over to our employees on site.

Insurance

We strongly recommend that all exhibitors take out insurance to cover transportation to and from the exhibition, as well as during the exhibition and storage. Please note that **Merkur Expo Logistics GmbH** does not take out insurance unless requested to do so in writing. It is the exhibitor's responsibility to ensure that appropriate security measures are taken to guarantee the safety of any goods left on the stand. **Merkur Expo Logistics GmbH** is not liable for loss, theft, or misappropriation.

Basic contractual conditions

All services are invoiced according to the official Forwarding & Handling tariff and are based on advance payment, unless otherwise agreed. All work is subject to the German Forwarders' Terms and Conditions, CMR (latest version), ADSp Trading Conditions (latest version) and the **Merkur Expo Logistics GmbH** liability policy in conjunction with the conditions and tariffs for trade fair transportation. Further information can also be found on our website at www.merkur-expo.com. The liability of **Merkur Expo Logistics GmbH** ends with the delivery and begins with the collection of the freight at the exhibition stand. It is the exhibitor's responsibility to ensure the safety of the material until it is collected by **Merkur Expo Logistics GmbH**. Our invoices are due immediately after invoicing without further notice. Customers who are not known to us or with whom we have not agreed payment terms will be asked to pay our costs before the start of the event or on site during the event or before returning their exhibits.

Payment terms

- Invoices will be sent by e-mail only.
- The invoicing is per shipment.
- Full payment of the incoming handling charges must be received prior the delivery to the booth.
- The outgoing handling charges are payable immediately after receipt of our invoice.
- Payment can be made by credit card (VISA and MASTERCARD) or by wire transfer. Personal or foreign cheques are not acceptable.
- VAT will be added.
- 1,5% interest per month will be charged on overdue payments.
- Please notify "Merkur" immediately about any requirements relating to invoices.
- Please note that all payments are in €.

OFFICIAL HANDLING TARIFF INS 2026

Inbound / Outbound

1. Air Freight - via Airport

From free arrival at the airport including free delivery to the stand:

- Transfer from the airport to the warehouse
- Interim storage
- Transfer from the warehouse to the exhibition venue
- Delivery to the booth

Services	Rates
Minimum per shipment	Flat rate 415,00 €
Shipments up to 250 kg	2,95 € / kg
Shipments up to 400 kg	2,10 € / kg
Shipments up to 600 kg	1,95 € / kg
Shipments up to 800 kg	1,80 € / kg
Shipment above 800 kg	Please ask for rate
Airport charges, storage, fees etc. are charged at cost	Minimum 175,00 €
Expenses for advance payments	+ 15% of total amount

2. Handling via warehouse / courier shipments

From free arrival our warehouse, including free delivery to the stand:

- Interim storage
- Transfer from the warehouse to the exhibition venue
- Delivery to the booth

Services	Rates
Shipments up to 50 kg minimum charge	184,00 €
Shipments up to 100 kg	267,00 €
Per additional 100 kg or part thereof	38,50 €

3. Direct Delivery to Venue

Courier shipments (custom cleared only)

From free arrival at the venue including free delivery to the stand:

Services	Rates
Shipments up to 50 kg minimum charge	184,00 €
Shipments up to 100 kg	267,00 €
Per additional 100 kg or part thereof	38,50 €
Up to Truck 6 Loading meter	Flat rate 890,00 €
Up to Truck 13.6 Loading meter	Flat rate 1.625,00 €

4. Truck Registration & Time Slot Management Fees

Services	Rates
Up to Truck 6 Loading meter	Flat rate 195,00 €
Up to Truck 13.6 Loading meter	Flat rate 260,00 €

5. Customs Formalities

Services	Rates
Temporary importation under Carnet ATA	Flat rate 220,00 €
Temporary importation with commercial invoice	Flat rate 262,00 €
Each additional heading number	26,00 €
Custom bond fee	Minimum 189,00 € or 1,75 % CIF-Value
Transit document	110,00 €
Custody of Carnet ATA	150,00 €
Permanent importation	Flat rate 205,00 €
Per shipment, document, exhibitor	
Each additional heading number	26,00 €
Permanent importation Duties & Taxes	Charges at cost + 15% of total amount
Permanent importation	Flat rate 121,00 €
Customs brokers import tax registration	
Permanent importation	Flat rate 184,00 €
Customs inspection	

Special clearances for food, beverages, pharmaceuticals, etc. are available on request.

All above rates do not include local VAT that will be charged where applicable.

6. Other charges

Services	Rates
Handling of empties Minimum charge 3 cbm	Per piece / per cbm 84,00 €
Storage of full goods Minimum charge 3 cbm	Per piece / per cbm 95,00 €
Basic Service Charge Per order / shipment	Flat rate 78,00 €
On-site representative for service and support	Flat rate 89,00 €

The same rates apply for outbound services.

7. Insurance

It is the responsibility of the consignor/exhibitor to take out comprehensive insurance cover during transportation, storage and on site for the duration of the exhibition and return. We accept no responsibility for loss of or damage to the exhibitor's equipment.

8. Norms:

- 1 CBM = 330 KG – based on actual or volumetric weight, whichever is greater
- 1 LDM =4 CBM – based on actual or volumetric weight, whichever is greater

9. Service hours and overtime:

Services	Rates
Standard Service hours Mo. - Fr., 8:00 am to 17:00 pm	
Overtime surcharge Mo. - Fr., 17:00 pm to 22:00 pm	+ 50% on total move in/out charges
Overtime surcharge Mo. - Fr., 22:00 pm to 8:00 am	+ 75% on total move in/out charges
Overtime surcharge Saturday	+ 100% on total move in/out charges
Overtime surcharge Sunday, Holiday	+ 100% on total move in/out charges
Late Arrival Surcharge	+ 50% on point 1-6
Upper-floor surcharge	+ 20 %

All services are provided on basis of the German Forwarding Terms and Conditions (ADSp).

Place of fulfillment is Frankfurt/M.

ORDER FORM/PRE-ALERT – INS 2026, Lisbon

WAREHOUSE SHIPMENTS

This is a compulsory form for all exhibitors or suppliers.

Deadline for receipt April 24. 2026

Please return by e-mail to Patricia.Zintel@merkur-expo.com

Exhibitor Name To be delivered to:	
Volume of shipment Indicate number of pieces, weight, and volume	
Type of shipment Indicate exhibition goods, stand fitting material, printed matters, bag inserts)	
Tracking / AWB Number In case of courier shipment	
Hall / Stand No.	
Contact name on-site	
Phone no.	
Invoice Details	
Company Name	
Contact Person	
Mail	
Street	
ZIP Code	
City	
Country	
VAT #	
PO Number if necessary	

- Merkur Expo Logistics GmbH is the sole official forwarder for INS 2026, Lisbon.
- All shipments will be charged based on the official handling tariff.
- All shipments must be pre-advised by using this form sheet.
- Please note the information on logistical processing.
- All shipments must have the official congress labels attached to the shipping instructions.

Date

Customer signature

All services are invoiced according to the official INS 2026, Lisbon Forwarding & Handling Tariff. All work is subject to the German Forwarders' Terms and Conditions, CMR (latest version), ADSp Trading Conditions (latest version) and the Merkur Expo Logistics GmbH liability policy in conjunction with the conditions and tariffs rates for trade fair transportation. For further Information visit our website at www.merkur-expo.com. The liability of Merkur Expo Logistics GmbH ends with delivery and begins with the collection of the freight at the exhibition stand. It is the exhibitor's responsibility to ensure the safety of the material until it is collected by Merkur Expo Logistics GmbH.

ORDER FORM/ PRE-ALERT – INS 2026, Lisbon

DIRECT DELIVERIES

This is a compulsory form for all exhibitors or suppliers.

Deadline for receipt April 24, 2026

Please return by e-mail to: Patricia.Zintel@merkur-expo.com

Exhibitor Name	
Stand builder	
Truck size	
Truck plat no	
Preferred Time slot	
Unloading:	
Preferred Time slot	
Reloading:	
Hall / Stand No.	
Contact name on-site	
Phone no.	
Invoice Details	
Company Name	
Contact Person	
Mail	
Street	
ZIP Code	
City	
Country	
VAT #	
PO Number if necessary	

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LABEL for shipment via Germany warehouse

Shipper Name/ Address:	
Booth Number/Exhibitor:	
Type of shipment	Exhibition Material
Number of pieces:	
Weight:	

To be delivered to:

Merkur Expo Logistics GmbH
Im Steinigen Graben 7
DE-63571 Gelnhausen

Congress name: **INS 2026, Lisbon**

Exhibitor's name _____ stand _____