



State of the Art Safety Standards in RA
THE EUROPEAN SOCIETY OF REGIONAL
ANAESTHESIA & PAIN THERAPY

38th Annual
ESRA
Congress



BILBAO

11-14 SEPTEMBER

2019



CONGRESS ORGANISER

Kenes International Organisers of Congresses S.A.
Rue François-Versonnex 7, 1207 Geneva, Switzerland
Tel: +41 22 908 0488 | Fax: +41 22 906 9140

www.esra-congress.com

INDUSTRY SIMPOSIA MANUAL

July 2019

Dear Supporter,

We are happy to present you with the ESRA 2019 Industry Symposia Manual. The ESRA 2019 Congress will take place on **11-14 September 2019** at the Euskalduna Conference Centre and Concert Hall, Bilbao Spain.

Venue address:

The Euskalduna Conference Centre and Concert Hall

4, Abandoibarra Av. 48011, Bilbao, Spain

Tel: + 34 944.035.000

E-mail: info@euskalduna.eus

Website: <https://www.euskalduna.eus/en/>

This manual covers important information and is designed to assist in preparing for your Symposium. 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.

Exhibitor Portal

Each supporter will receive an e-mail with login details to access the Exhibitor Portal.

The Exhibitor Portal enables supporters to:

- Submit Company logo and profile
 - Submit deliverables as per contract
 - Order Lead retrieval/scanner
- The login details will be 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.

Note: *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 Congress.*

Lastly, Kenes Group is offering ESRA 2019 participants and supporters specially reduced rates for various hotels in Bilbao. Information, pictures, location and rates are available on the hotel accommodation page of the Congress website: <https://hotel.kenes.com/en/congress/ESRA19>

Please do not hesitate to contact me for further information or assistance.

We look forward to welcoming you in Bilbao and wish you a successful Symposium.

Warm regards,

Marine Attia Zohar

Exhibition Manager & Industry Coordinator

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Section 1: Symposium Related Contact Information

Kenes Contacts:

Congress Organiser

Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488 | Fax: +41 22 906 9140 | E-mail: esra-congress@kenes.com

Industry Liaison & Sales Associate

Victoria Eskenazi

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

Exhibition Manager & Industry Coordinator

Marine Attia Zohar

Tel: +41 22 908 0488 Ext 539 | E-mail: mattia@kenes.com

Audio Visual Coordinator

Mike Perchig

E-mail: nest@nest-av.com

Meeting Planner

Elka Belberova

Tel: +41 22 908 04 88 Ext: 281 | E-mail: ebelberova@kenes.com

Program Coordinator

Timi Simantov

Tel: +41 22 908 04 88 Ext: 592 | E-mail: tsimantov@kenes.com

Registration Specialist

Diyana Yosifova

Tel: +41 22 908 0488 Ext 258 | E-mail: dyosifova@kenes.com

Product Marketing Coordinator

Dalit Librider

Tel: +41 22 908 0488 Ext 546 | E-mail: dlibrider@kenes.com

Hotel Sales Manager

Nati Glick

Tel: +41 22 9080488 Ext 948 | E-mail: nglick@kenes.com | Hotels Listing: <https://hotel.kenes.com/en/congress/ESRA19>

Contractors:

Catering Services

JAUREGIA

Begoña Eguiluz

Tel: +34 94 403 51 51

Email: beguiluz@jauregia.com

Website: www.jauregia.com

Furniture Hire / Graphic Printing / Signage

FORMAS

Igor Coll

Email: igor@formas.com | proyectos@formas.com

Material Handling, Onsite Logistic Agent & Customs Clearance Agent

Zehavit Akerman

Tel: +49 69 747 848

Tel: +972 8 914 6382

Mobile: +972 52 511 4982

Email: akerman@merkur-expo.com

Section 2: Deadlines Table

Action Item (as per signed contract)	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	Nati Glick nglick@kenes.com
Payment of Invoice Balance	Must be received in full one week prior to the Congress	Pazit Hochmitz phochmitz@kenes.com
Symposium Final Program (subjected to approval of the congress secretariat)	For companies who still haven't submitted their final symposium program via the Exhibitor Portal – kindly do so as early as possible (the official deadline was Monday, July 15 th , 2019)	Via Exhibitor's Portal https://exhibitorportal.kenes.com Each supporter has been contacted with login details to access the Exhibitor's Portal. For queries please contact Marine Attia Zohar matia@kenes.com
Lead Retrieval Barcode Readers Order	Monday, August 12 th , 2019	
Push Notifications	Monday, July 22 nd , 2019	
Voting/Webcasting/Synchronized Video/Audio/PowerPoint Recording, Live Streaming and other technology products/services [Exclusive to Kenes Group]	As early as possible and no later than Monday, August 12 th , 2019 Orders received after August 12th, may incur rush fees	
Graphics, Furniture Hire	Monday, August 9 th , 2019 A surcharge of 20% will be imposed on orders sent after this date	FORMAS Igor Coll Email: igor@formas.com / proyectos@formas.com
Catering Services	Tuesday, July 30 th , 2019	JAUREGIA Begoña Eguiluz Tel: +34 660 105 336 Email: beguiluz@jauregia.com Website: www.jauregia.com
Shipping & Material Handling Services		
Door to door shipments	For this service please contact MERKUR No later than Tuesday, September 3rd, 2019	Zehavit Akerman Akerman@merkur-expo.com
Airfreight shipments		
Shipment via Germany warehouse		

Section 3: Symposia Timetable

Wednesday, September 11, 2019

Company Name	From	To	Location
Heron Therapeutics	13:00	14:00	Hall OC

Thursday, September 12, 2019

Company Name	From	To	Location
Sintetica	11:00	12:00	Hall OD
B.Braun	13:00	14:45	Hall OD

Friday, September 13, 2019

Company Name	From	To	Location
B.Braun	13:20	14:50	Hall OC

Timetable and halls are subject to changes. The most updated timetable will be published on the [congress website](#).

Important notes:

- Industry Symposia are not included in main Meeting CME/CPD credit.
- Food and drinks are allowed to be taken into the symposium halls.
- Additional charge of **€350** will be applied for cleaning the hall immediately following the session.
- We recommend arriving early to set up the hall prior to the start of your Symposium and according to availability of the Hall, as can be seen in the most updated time table. A member of the Kenes Operational team will be available should you need any assistance.
- Handouts can be distributed at the entrance to the Symposium hall; however, it is NOT permitted to place material on the chairs inside the hall.
- We ask presenters to follow the time schedule precisely in order that the day's events may run smoothly. An updated scientific timetable can be found on the [ESRA 2019 Meeting Website](#).

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 Meeting.

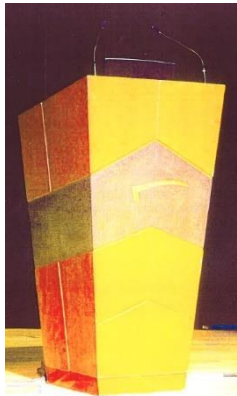
Technical Rehearsal

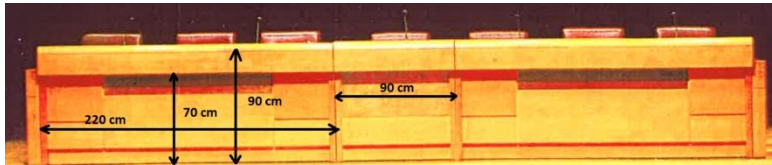
We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Meeting Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

Technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability and rehearsal requirements.

Section 4: Symposia Session Halls


Symposia Halls - Technical Details			
	Hall Capacity	Hall Layout	Location
Hall OC	100 seats	Theatre	Level 0
Hall OD	300 seats	Theatre	Level 0

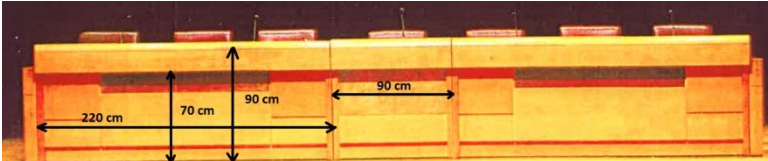
Speaker Lectern in Hall OC	
<ul style="list-style-type: none"> ➤ Lectern Banner Dimensions: <u>Low width: 38 cm</u> <u>Upper width: 59 cm</u> <u>Height: 1,23 cm</u> ➤ Foam board (10mm recommended) or similar rigid material is recommended for branding. ➤ Any branding done will need to use velcro or command strips (not tape or glue that will leave residue). 	 <p style="color: red; font-size: small;">The picture is included for visualization purposes only</p>

Head Table in Hall OC	
<ul style="list-style-type: none"> ➤ Head table Banner Dimensions: <u>Width: 220 cm</u> <u>Height: 70 cm</u> (1 x table module – 220 cm each) ➤ Foam board (10mm recommended) or similar rigid material is recommended for branding. ➤ Any branding done will need to use velcro or command strips (not tape or glue that will leave residue). 	<p>1 x table module – 220 cm each Sufficient seating for up to 2 persons</p>  <p style="color: red; font-size: small;">The picture is included for visualization purposes only</p>

The general stage setting in the **Hall OC** includes 1 speaker lectern and a head table accommodating up to **2 persons**. For alternative/additional arrangements please contact Marine Attia Zohar at: mattia@kenes.com.

- **Head table and Lectern banners should be arranged in advance by the sponsoring company.**
- **Printed tent cards on the head table are optional and should be produced and provided by Supporter.**

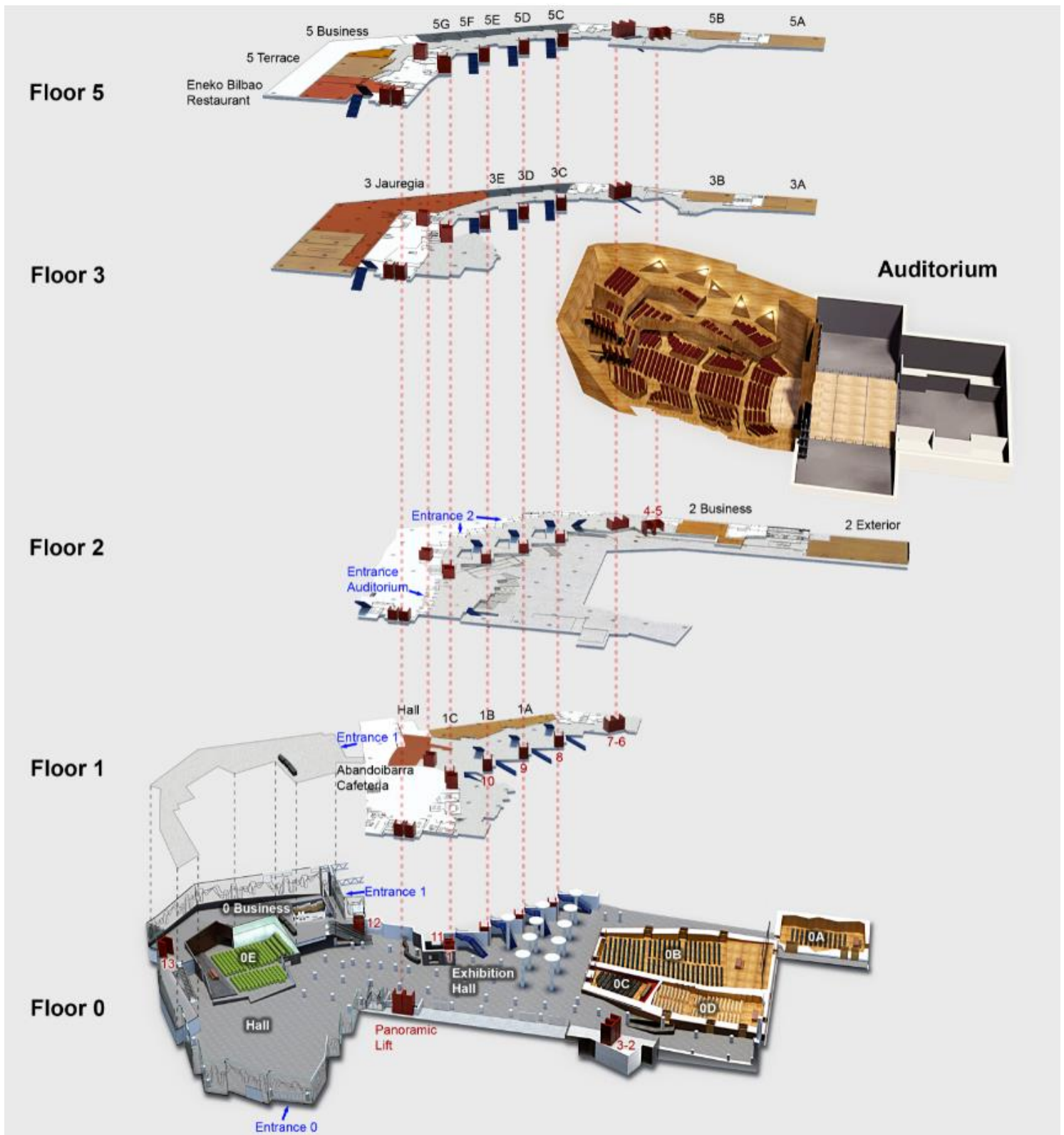
Speaker Lectern in Hall 0D	
<ul style="list-style-type: none"> ➤ Lectern Banner Dimensions: <u>Low width: 38 cm</u> <u>Upper width: 59 cm</u> <u>Height: 1,23 cm</u> ➤ Foam board (10mm recommended) or similar rigid material is recommended for branding. ➤ Any branding done will need to use velcro or command strips (not tape or glue that will leave residue). 	 <p style="color: red; font-size: small;">The picture is included for visualization purposes only</p>

Head Table in Hall 0D	
<ul style="list-style-type: none"> ➤ Head table Banner Dimensions: <u>Width: 380 cm</u> <u>Height: 70 cm</u> (3 x table modules – 2x145 cm each + 1x90 cm) ➤ Foam board (10mm recommended) or similar rigid material is recommended for branding. ➤ Any branding done will need to use velcro or command strips (not tape or glue that will leave residue). 	<p>3 table modules – 2x145 cm each + 1x90 cm Sufficient seating for up to 4 persons</p>  <p style="color: red; font-size: small;">The picture is included for visualization purposes only</p>

The general stage setting in the **Hall 0D** includes 1 speaker lectern and a head table accommodating up to **4 persons**. For alternative/additional arrangements please contact Marine Attia Zohar at: mattia@kenes.com.

- **Head table and Lectern banners should be arranged in advance by the sponsoring company.**
- **Printed tent cards on the head table are optional and should be produced and provided by Supporter.**

Location and Layout



Audio-Visual (AV) Equipment

Hall 0C:

- Front projection screen, image of H2.24 X W4 meters approx..
- Data projector, at least 4500 ansi-lumens, incl. all the required cabling.
- 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.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 4 wired microphones (2 head table, 1 lectern, 1 Questions & Answers) with stands (floor/table), 1 wireless tie-clip microphone and connection to sound from computers (mini PL plug) at the lectern.
- AV technician to operate the above-mentioned systems

Hall 0D:

- Front projection screen, image of H3 X W5 meters approx.
- Data projector, at least 6500 ansi-lumens, incl. all the required cabling.
- 32" Confidence monitor in front of the head table, showing the same PowerPoint image as being projected on the main front projection screens.
- 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.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 5 wired microphones (2 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless tie-clip microphone and connection to sound from computers (mini PL plug) at the lectern.
- 2 x AV technicians to operate the above-mentioned systems.

Data Presentations

Please bring the PowerPoint presentation/s on USB Memory stick and load it on one of the Meeting computers in the Speakers' Ready Room during Speakers' Ready Room opening hours and no later than 2 hour before the start of the Symposium.

As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the Presentations during the rehearsal. Please make arrangements directly with the Meeting Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

Section 5: Symposium Promotion

Due to accreditation criteria for this Meeting, which is CME certified, the following rules must apply:

- Companies must not use meeting banner in any promotional materials they create.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- When promoting your symposium, please always indicate on any of your promotional materials **“This session is not included in the main event CME/CPD credit”**
- When promoting your symposium, you are allowed to use the phrase: “Official symposium of the 38th ESRA Focused Meeting, which will be held from 11-14 September 2019, in Bilbao, Spain.

Symposium Title and Programme

For companies who still haven't submitted their final symposium program via the Exhibitor Portal – kindly do so as early as possible (the official deadline was Monday, July 15th, 2019).

The proposed programme should include:

- Symposium title
- Date, time and hall name
- Chair(s) name, e-mail and country
- Topics/lecture titles including speaker name, country and e-mail address

(subjected to approval of the congress secretariat)

In case of changes to your symposium title or programme, please contact the Industry Coordinator at: mattia@kenes.com.

Push Notifications

Kindly submit the text for the Push notification by **Monday, July 22nd, 2019** via the Exhibitor portal - according to the below guidelines:

- ✓ **Message Title** – Maximum **90** characters including spaces
- ✓ **Message body** - Maximum **140** characters including spaces
- ✓ Preferred date and exact local time

***Note** the final schedule will be determined closer to the congress, considering other push notifications.

Symposium Signage (Optional)

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. The symposium signage must be produced by the supporter.

1. Session Hall Signage

➤ Self-Standing Sign at the Entrance

One stand-alone sign to be placed at the entrance of the session hall 30 minutes prior to the sessions published start time. Please make sure to indicate on the sign: ***This session is not included in main meeting CME/CPD credit***

➤ Stage Banners -

- 1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.
- 1 x horizontal sign placed in front the head table facing audience. (For dimensions, please refer to Section 4: Symposium Session Hall).
- 1 x vertical sign placed in front of the speakers' lectern facing audience. (For dimensions, please refer to Section 4: Symposium Session Hall).

2. Self-standing signage at the **Exhibition Area**

The Supporter is entitled to place one sign (W85cm x H200cm) advertising the **Symposium on the day of the session only**. The sign may be placed in the **exhibition** area during exhibition opening hours. Please liaise onsite with the Industry Coordinator and Exhibition Manager.

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

Bag Inserts

Bag inserts are to be printed and delivered by the supporter. Should you be entitled to a bag insert as per your contract, please follow the below procedure:

1. Please submit the **final artwork** (prior to printing) for approval no later than **Monday, August 5** via the Exhibitor Portal.
2. The bag insert should not exceed a double side of standard A4 dimensions.
3. When promoting Satellite Symposium, please include the following text: *This session is not included in main meeting CME/CPD credit*
4. A quantity of **2,500** inserts is requested. We recommend checking the latest registration numbers with the Industry Coordinator, before printing.
5. Bag inserts must arrive at the Germany advance Warehouse **No later than September 3, 2019** - to be included in the Meeting bags.

Important Notes Regarding Shipping of Bag Inserts:

- Inserts that do not arrive to the Germany advance Warehouse by September 3, 2019 - will not be included in the Meeting bag.
- *Merkur* is the official logistic agent for the ESRA 2019 Meeting. To assure the safe and timely arrival of your inserts, we strongly recommend sending the Inserts via **Merkur warehouse** (fees will incur). Further details can be found in the in the [Shipping Instructions](#).
- Packages should be labeled (Green Label) with the supporting company name, name of the responsible person (who will be onsite), and the name and date of the event. Please also make sure to state 'Bag Inserts' on all packages. In order to get This Green Label please approach Merkur via e-mail at Akerman@merkur-expo.com.
- Supporters may deliver the Inserts directly to the venue door. Please note that all materials entering the venue incur a handling charge (including bag inserts and display items). No other company is permitted to deliver operate, and handle goods inside the venue.
- Any deliveries made directly to the venue without going through the official logistics agent, will be at the supporter's own risk. If they do not arrive on time or are mislaid, the Meeting organizers and official logistics agent will not take any responsibility.

Section 6: Miscellaneous Information

Badges

Each supporter is entitled to 10 Symposium badges which allow access to the supporter's symposium only (Individual names will not appear on the badges). Symposium badges can be collected 2 hours prior to the session from the Registration Desk and should be returned to the desk after the session ends.

Catering

Catering is **exclusive** to **Jauregia** and should be ordered in advance. Supporters who wish to order food and beverages for their meeting/hospitality room, are welcome to do so directly with Begoña Eguiluz at beguiluz@jauregia.com | Tel: +34 94 403 51 51 Website: www.jauregia.com

For your information, refreshments and lunches (included in the registration fee) will be served in the exhibition area as per times scheduled in the scientific programme.

Kindly place your order no later than **Tuesday, July 30th, 2019**.

Additional charge of €350 will be applied for cleaning the hall immediately following the session.

Public pay parking area

Access through calle Abandoibarra, on the Sagrado Corazon/Dona casilda park façade. It is open 24 hour a day. The maximum capacity is 475 vehicles.

Waste Disposal

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

Wi-Fi

Free WIFI will be available at ESRA 2019 Meeting; however please be aware that as a public Wi-Fi, the capacity is always limited. Should you have any internet-based activities during your symposium, please let us know in advance and we will send you a quote for dedicated Wi-Fi or internet line.

Contact person: Marine Attia Zohar, E-mail: mattia@kenes.com.

Meeting Rooms / Hospitality Rooms

Supporters interested in renting a meeting room during ESRA 2019 Meeting should contact Mrs. Victoria Eskenazi, E-mail: veskenazi@kenes.com.

Section 7: Lead Retrieval Wireless Barcode Readers

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. Barcode readers may be rented in advance via the Exhibitor's Portal no later than **Monday, August 12th, 2019**.

The Mini Scanner

- Pocket size
- No editing capabilities
- Basic participant info
- Cost per unit - **€ 300** + 4% credit card charges



Please Note:

- In light of the new data protection regulation recently enacted in Europe, Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).
Kenes will not share delegate's personal data with third parties without their consent.
Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.
- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organizing Committee is responsible for the content of the information.

In order to reserve your Mini Scanner, please log into the Kenes Exhibitors' Portal

<https://exhibitorportal.kenes.com>

If further assistance is required to place your order, or you have not received your login details please contact the Exhibition & Industry Coordinator, Marine Attia Zohar, E-mail: mattia@kenes.com.

Section 8: Innovative Products for Industry Symposia

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

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

- **Webcasting, Synchronized Video/Audio/PowerPoint Recording, Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting with Keypads** and web-based interaction platforms such as: **Voting via the Meeting app, Q&A via Meeting App ('Ask the Speaker')** and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services in any language:** We can provide the *traditional solution* of building a translation booth in the session hall and hiring headphone receivers. Alternatively, we offer *app translation* with remote interpreters. In this case the participants stream the translation through an app on smartphones.

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

For more onsite products opportunities and price quotes - [Click Here](#)

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

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



Section 9: Shipping Instructions

Kindly note that *Merkur Expo Logistics GmbH* is the sole official on-site agent nominated by *Kenes Group* to handle all in/out shipments arriving to this Meeting.

Contact details:

Merkur Expo Logistics GmbH

Ms. Zehavit Akerman

Tel: +49 69 747 848

Mobile: +972 52 511 4982

E-mail: Akerman@merkur-expo.com

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot management
- Unloading, delivery to the hall/exhibition-stand, forklifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event
- On-site assistance and supervision

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the Meeting. Please follow the instructions closely.

The shipping instructions includes:

- Shipping Instructions
- Tariff
- Material Handling Form

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the official shipping agent with the following information prior to shipping:

1. Number of pieces (pallets, boxes, cartons, etc.)
2. Way of transport (road freight, courier services, airfreight, ocean)
3. Airway bill number

Supporters may choose to use their own services to deliver their goods to the venue door. However, no other company is permitted to deliver, operate, and handle goods inside the venue.

Merkur has the responsibility of receiving and handling all materials for a fee as published on the “Tariff” section at the end of this manual. Handling rates are based on the incoming weight of shipments. ***Merkur* must have payment before forwarding freight.**

In order to receive a price quote for handling and to assure arrival of your materials, please be sure to complete the “Pre-Advise” form included in the shipping instructions.

Insurance of Goods

All cargo should be insured from point of origin.

To view the **full ESRA 2019 Shipping Instructions**, including Tariffs, Material Handling please select the relevant links:

- [Material Handling Form](#)
- [Shipping Instructions](#)
- [Tariff](#)

Shipping Labels must be attached to boxes/palets and should be provided by Merkur via e-mail.

Please approach Merkur at Akerman@merkur-expo.com

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

For any questions/clarifications, please contact Ms. Zehavit Akerman from *Merkur*

Tel: +49 69 747 848

Mobile: +972 52 511 4982

E-mail: Akerman@merkur-expo.com

Section 10: Rules and Regulations

Please make sure to register all personnel of your company via the link (*ESRA19 - Documentation for entrance of personnel*): <https://kenesit.wufoo.com/forms/esra19-documentation-for-entrance-of-personnel/>