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Practical information

Stand security



Stand security

The organiser is responsible for general security during the trade show. This is an obligation of means and not of results. We recommend that you have security for your stand, especially at night.

We remind you that there is a high risk of theft during build-up and dismantling. Please keep a close eye on your personal effects.

See Stand Security Guard in your online Exhibitor Portal.



Accidents and theft

Any accidents must be declared in writing to the organiser and, under penalty of losing the right to insurance, must be declared to their insurance company using the standard forms available to the exhibitor. This claim must be made within twenty-four hours in the event of theft or within five days in other cases, indicating the circumstances of the accident and the approximate amount of the losses. Any theft must be reported by the exhibitor to the police authorities in the jurisdiction of the trade show. The original of the complaint must be attached to the claim form.

Within 24 hours

Report the theft to the local police.

Within 48 hours

Give a copy of the police report to the organiser or after the exhibition, post it to:

RX France

FORUM LABO LYON

52-54 Quai de Dion Bouton - 92800 PUTEAUX

Practical information

Build-up



Empty packaging – material disposal

Exhibitors or their decorators must quickly remove empty packaging and store it outside the pavilions.

There is no storage space in the hall.

Handling companies are selected to work at the show.

You'll find their order forms in your Exhibitor Portal.



Handling

Handling companies are selected to work and handle your parcels at the show.

You'll find their order forms in your Exhibitor Portal.



Customs

It is the responsibility of each exhibitor to complete the customs formalities for materials and products coming from abroad. The organiser cannot be held responsible for any difficulties that may arise during these formalities.

Practical information

During the opening



Sound animations and illuminated signs

Animations (sounds, videos, mascots, etc.) must be declared to the organiser for approval. The maximum noise level is set at 70 decibels, measured at 1 meter from the stand. The organiser reserves the right to lower this threshold if the noise emission causes a significant disturbance to surrounding stands.

Exhibitors are solely responsible for adhering to intellectual property rights related to music. Therefore, exhibitors must obtain a licence for the music they plan to use at their stand from SACEM and ensure payment is made before the show.

<https://clients.sacem.fr/autorisations/manifestation-avec-de-la-musique-en-fond-sonore>

The exhibitor must hold the organiser harmless against any recourse and/or any third-party claims due to non-fulfilment of its obligations.

All forms of attractions/events and sales activities are strictly prohibited outside the stand unless the exhibitor has reserved this type of visibility with the organiser.

All light and sound advertising must be submitted to the organiser for approval, who may revoke the authorisation granted in the event of a disturbance to neighbouring exhibitors, the flow of visitor traffic or the trade show.

Rotating and similar lights are not permitted.

Illuminated signs or signage are permitted.

Under no circumstances may they have strobe or flashing lights.

Practical information

During the opening



Distribution of advertising

Distributing advertising documents and goodies outside your stand is strictly prohibited. Handing flyers out in aisles is not allowed.



Caterers

There is no exclusive caterer at the Lyon Convention Center. All caterers are authorized to provide services in the exhibition center, provided they register with Lyon Convention Center before providing the service and sign a one-off-fee based contract.

Contact: list_fandb@ccc-lyon.com

Without this authorization, access to the exhibition center will be denied.



Adopt sustainable food service practices

Prevent food waste by ordering the right amount.
Choose organic, local and seasonal products.
Eliminate plastic by using reusable or recyclable tableware and by bringing your own water bottle.
Select a caterer that has a CSR policy and kitchens near the reception venue.

Practical information

Dismantling

We recommend that you pass on this information to your transport companies, carriers and decorators.



Turnkey stands and additional fittings

The storage spaces of these stands and rental furniture must be emptied of all their contents on the evening when the trade show closes, by 8:00pm at the latest, so that the installation crews can take down the stand.



Bare stands – Cleaning

Exhibitors and their service providers must follow the schedule established by the organiser. Stand dismantling will begin on March 28 from 6:30pm and will end at 10:00pm.

The non-respect of this schedule will lead to:

- the dismantling of the booth, with costs at the charge of the exhibitor,
- the payment of a compensation for overstaying in proportion of the space (price per sqm),
- the payment of damages to the renter of the space.

The exhibitor is bound to pay every costs caused by his default, his decorator/installer's default or by every physical or legal person under his responsibility.

Please remove any advertising, multimedia, valuable products, or any other items you want to recover from your stand as soon as you start dismantling it.

You must return your stand to its original condition. All rubbish (carpet, demolition rubble, adhesives, etc.) must be removed by March 28 at 10:00pm. We will dispose of goods and materials that are not removed in time and will invoice the exhibitor for this at a later date.

Exhibitors must dispose of their own rubbish and may not use the organiser's dumpster under any circumstances.

For waste removal, we advise you to contact the companies in charge of cleaning the hall. See Cleaning Service in your online Exhibitor Portal.