# INFORMATION FOR EXHIBITORS

## DGU 2019 homepage
Visit [www.dgu-serviceforum.de](http://www.dgu-serviceforum.de) to get all of the relevant information and details on bundled services to facilitate your stand organisation.

## Congress President:
**Prof. Dr. Oliver W. Hakenberg**  
Chief Medical Officer at the Clinic and Polyclinic for Urology  
University Medical Centre, Rostock

## Congress Office:
**Contact person:** Ms. Andrea Chaya/Ms. Monika Fus  
Tel.: +49 (0) 211 - 51 60 96 14 / 10  
E-mail: chaya@dgu.de / fus@dgu.de  
Web: [www.dgu-kongress.de](http://www.dgu-kongress.de)

## Project Management:
**INTERPLAN** Congress, Meeting & Event Management AG  
Landsberger Str. 155  
80687 Munich  
**Contact person:** Ms. Tanja Langmesser  
Tel.: +49 (0) 89 54 82 34 69  
Fax: +49 (0) 89 54 82 34 44  
E-mail: dgu@interplan.de

## Industrial Exhibition:
**INTERPLAN** Congress, Meeting & Event Management AG  
Landsberger Str. 155  
80687 Munich  
**Contact person:** Mr. Patrick Schultz  
Tel.: +49 (0) 89 54 82 34 47  
Mobile: +49 (0) 178 55 89 110  
Fax: +49 (0) 89 54 82 34 45  
E-mail: p.schultz@interplan.de

## Sponsoring and Sales
**INTERPLAN** Congress, Meeting & Event Management AG  
Landsberger Str. 155  
80687 Munich  
**Contact person:** Ms. Franziska Simon  
Tel.: +49 (0) 89 54 82 34 742  
Fax: +49 (0) 89 54 82 34 45  
E-mail: f.simon@interplan.de

## Hotel reservation:
**INTERPLAN** Congress, Meeting & Event Management AG  
Landsberger Str. 155  
80687 Munich  
**Contact person:** Markus Brandmeier  
Tel.: +49 (0) 89 54 82 34 9055  
Fax: +49 (0) 89 54 82 34 44  
E-mail: dguhotel@interplan.de

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For further information please contact:  
Tel.: +49 89 548234-47  
Fax: +49 89 548234-45  
E-mail: p.schultz@interplan.de
### Event venue:

**Hamburg Messe (Trade Fair) and Congress GmbH**  
Messe Ost  
Bei den Kirchhöfen  
Rotherbaum  
20355 Hamburg

**Contact person:**  
**Project support:** Ms. Sylke Weber  
Tel.: +49 (0) 40 - 35 69 22 34  
Fax: +49 (0) 40 - 35 69 21 78  
E-mail: sylke.weber@cch.de  
**Domestic facilities:** Mr. Tim Norman  
Tel.: +49 (0) 40 - 35 69 25 19  
Fax: +49 (0) 40 - 35 69 21 78  
E-mail: Tim.Norman@hamburg-messe.de

### Service orders

**Hamburg Messe (Trade Fair):**  
Power, water, telecommunication, cleaning, suspension points, etc.

**Service partner for Trade Fair stand construction:**

The reservation of the stand space relates only to the rental of the stand area. Any furniture and furnishings for the stand must be procured separately. For this purpose, please use the link to the online shop of the Hamburg Trade Fair on the DGU 2019 service forum.

The online shop for orders is active at the following link:  

**For enquiries, please contact Ms. Launspach.**  
Orders for materials will be accepted at prices specified in the service documentation until 16/08/2019. However, materials ordered out subsequently or at the premises will attract a net surcharge of 20%. Moreover, supply against orders placed at the venue cannot be guaranteed.

### Hostesses/Stand staff:

**Cosmonality**  
In den Kästenwiesen 26  
67308 Einselthum

**Contact person:** Ms. Daniela Winkelmann  
Tel.: +49 (0) 6355 - 56 47 590  
Fax: +49 (0) 6355 - 56 47 589  
Mobile: +49 (0) 172 - 78 44 928  
E-mail: d.winkelmann@cosmonality.de

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For further information please contact:  
Tel.: +49 89 548234-47  
Fax: +49 89 548234-45  
E-mail: p.schultz@interplan.de
**Flowers**  
**Contact persons:** Monika & Matthias Nieland  
**Tel.:** +49 (0) 4027 - 88 03 31  
**E-mail:** info@straussbar.de  
**Web:** www.straussbar.de

**Timings for installing or setting up the stands**  
**Advance installation (VAUF):**  
Saturday, 14/09/2019 (Deliveries possible, if required – subject to terms and conditions)  
Sunday, 15/09/2019 on request - on a chargeable basis

**Regular installation:**  
Monday 16/09/2019 07:00 AM – 10:00 PM  
Tuesday 17/09/2019 07:00 AM – 10:00 PM

*The passageways must be cleared of all construction material used for stand erection on account of carpet laying starting from 4:00 PM.*

Small stands up to 6 m² of stand area as well as stand decoration

**Wednesday 18/09/2019** 07:00 AM – 10:00 AM

**Exhibition timings:**  
**Wednesday 18/09/2019** 10:00 AM – 5:30 PM  
**Thursday 19/09/2019** 09:00 AM – 6:00 PM  
**Friday 20/09/2019** 09:00 AM – 5:00 PM

**Timings for dismantling the stand:**  
**Friday 20/09/2019** 7:00 PM – midnight  
**Saturday 21/09/2019** midnight – 6:00 PM

*The carpet laid in the passageways will be removed at 5:30 PM at the earliest.*

Based on insurance-related considerations, the work involving dismantling the stands can only commence if all participants have left the halls, the carpet has been removed and DB Schenker has brought the empty packaging into the hall.

Based on past experience, we need one hour for this task.

*Information for stand builders: NO entry is permissible on 20/09/2019 before 7:00 PM!*  

**LOGISTICS – Dispatches:**  
**Schenker Deutschland AG**  
Paul-Henri-Spaak-Strasse 8 / Gate 21  
81829 Munich  
**Contact person:** Mr. Thomas Ernst  
**Tel.:** +49 (0) 89 - 94 92 43 08  
**Fax:** +49 (0) 89 - 94 92 43 39  
**E-mail:** thomas.ernst@dbschenker.com

Please note that for deliveries made by a courier service, a company representative must accept your consignment. If no company representative is present, DB SCHENKER may accept and store your consignment on a chargeable basis. Your consignment will then be brought to the stand when a company representative is present. If this is not ensured, you may send your consignment to the depot of DB SCHENKER.

Storage is subject to charges.

Alternatively, your courier service provider can make an attempt for delivery on the next working day. interplan will not accept any consignments for insurance reasons. The material may be delivered on **Friday, 13/09/2019** at the latest.

Please mark your dispatches so that they are clearly visible as follows:

"Exhibitor"  
c/o DGU 2019  
"Hall – Stand"  
"Contact person” ”Mobile number”
Bei den Kirchhöfen/Gate B6  
20357 Hamburg  

Please specify a contact person and a telephone number on the dispatch consignments! Schenker AG, Interplan or the Hamburg Messe (Trade Fair) shall not be liable for deliveries that contain either an incomplete or incorrect address. Deliveries addressed directly to the Hamburg Messe (Trade Fair) will NOT be accepted!

| Loading and unloading facilities/Storage: | Please make deliveries with a passenger vehicle to the parking facility at Hamburg Messe (Trade Fair).  
Delivery for all exhibition areas takes place via the entry point "Bei den Kirchhöfen" Gate B6 (see road map).  
Fork lifts must first be rented out in advance from Schenker Deutschland AG to unload the HMVs (trucks) at the Hamburg Messe (Trade Fair).  
This is also applicable to the storage of empty packaging and full packages.  
Note: Schenker is the exclusive freight forwarder for the DGU Congress. Furthermore, it is applicable to the storage of empty packaging and full packages.  
As a result of the complex delivery conditions at the premises, Schenker AG has to assign certain time slots for the installation and dismantling work. For this purpose, information about your company including the contact person is forwarded to Schenker, which then handles the coordination of the slot timings. EACH vehicle MUST be registered with Schenker. Vehicles that are not registered will experience considerable waiting periods at the exhibition grounds! |
| Security deposit: | The security staff at the entry point will ask for a security deposit for each delivery vehicle, please make sure to have the deposit prepared in cash.  
For further details, please refer to our traffic guide.  
The security deposit amount shall be reimbursed at the time of leaving the loading zone as long as departure is within the time limits specified. However, if the time limit is exceeded the deposit will be forfeited.  
Please inform your stand construction staff and employees accordingly. The security service has all of the necessary powers to enforce this regulation.  
For further details, please refer to the so-called Shipping Instructions of Schenker Deutschland AG. |
| Returning the goods: | Please ensure that your material is picked up on Saturday, 21 September 2019 after dismantling your stand (by 6:00 PM at the latest). There is no facility for storage provided by Hamburg Messe (Trade Fair) at the end of the exhibition. Please contact Schenker for your storage requirements. Please note that HMVs (trucks) > 7.5 tonnes are not permitted either on Sundays or |

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Tel.: +49 89 548234-47 Fax: +49 89 548234-45 E-mail: p.schultz@interplan.de

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Parking facilities for passenger cars, small commercial vehicles and heavy motor vehicles (HMVs)

Exhibitors can book Long-term passenger car parking permits (throughout the duration of the event) at the Hamburg-Messe (Trade Fair) Online-Shop: ONLINE SHOP

The parking facility at Heiligengeistfeld is situated just 5 minutes away from the Hamburg Messe (Trade Fair). The parking charges are EUR 18.00 per HMV (truck)/day, and EUR 4.00 for a passenger vehicle/day.

Contact person: Ms. Gehrke
Parking facility service provider
Elbgaustrasse 31
22523 Hamburg
Tel.: +49 (0) 172 - 40 01 809
E-mail: Fa.G.Gehrke@t-online.de

Special Congress offer from Deutsche Bahn (German Railways)

Relax, enjoy a peaceful journey and travel in a sustainable way. Reserve the best price now with the Deutsche Bahn (German Railways).

Starting from EUR 54.90 (one-way trip) with the event ticket.

You can find out more about our offer via the following link: www.dgu-serviceforum.de/allgemeine-informationen/anreise/

Room layout:

Industrial Exhibition:
Hall B, Zones B4 to B1

Scientific Programme:
Plenum: Room 16: Hall B7
Other scientific conferences:
- Halls B1 - B4: Rooms 1-8 / Rooms Marseille, Copenhagen / B2.1 – B2.4
- Hall B5: Room 9 – 13 / Rooms B5.2 - B5.4
- Hall B7: Room 14-16 / Rooms: B7.1

Catering/Stand service:

There is a DGU Bistro in Hall B1 that operates on a self-paying basis.
You can order catering for the stand via Käfer:

Käfer Service Hamburg GmbH
Ludwig-Erhard-Straße 18, 20459 Hamburg
www.standcatering-hamburg.com

Contact person: Ms. Elisabeth Rieber
Tel.: +49 (0) 40 - 35 69 32 17
E-mail: catering-hamburg@feinkost-kaefer.de

ATTENTION: Käfer Service Hamburg GmbH is the exclusive caterer for the event

Please note:
Food and snacks can be served only by the exclusive caterer appointed for this purpose. Serving food and beverages brought by you to the exhibition stand requires the
prior consent of the caterer. Charges may be applicable in this case (these are so-called corkage charges).

Security surveillance

During the Congress, only general patrolling is foreseen, but there will be no security surveillance for the individual stands. Hence, please do not leave any valuable items lying around visibly in the stand and place your valuables under lock and key overnight. Interplan and Hamburg Messe (Trade Fair) disclaim all liability for loss and/or theft.

Technical details and guidelines of Hamburg Messe (Trade Fair):

Please be sure to observe and follow the Technical Guidelines – "Hamburg Messe (Trade Fair) and Congress GmbH"

You may also request the Technical Guidelines at www.dgu-serviceforum.de

All materials must comply with the criteria of the B1 standard (DIN 4102 or DIN EN 13501-1). Please keep the relevant certificates ready in case any inspections or checks are carried out in this respect.

The exhibitor shall be solely responsible for any loss or damage caused to the building or other inventory by him or those persons or contractors appointed by him. It is prohibited to drive nails or screws into the walls, flooring or ceilings. Similarly, fire brigade and escape routes and all other fire safety equipment, emergency exits, doors and gates must be kept free of hindrances at all times. Stand boundaries must be fully complied with accordingly.

We request that you do not store any packaging or construction material in the hall. All decorative materials including painted films must be flame-retardant in accordance with DIN 4102, B1 (please keep the required certificates ready at hand). It is deemed that the general terms and conditions of Interplan, the guidelines on technology and stand installation, and the guidelines for fire safety at the venue of the event have been acknowledged and accepted with the binding order of the stand space.

The instructions of the in-house staff, the technical service providers and the parking space supervisors must be strictly followed.

Stand design:

In order to ensure uniformity in the overall appearance of the exhibition, each exhibitor using a fixed system stand, must arrange for a clean and white rear wall and side wall in the stand. This is also applicable to those stands that have another stand adjacent to their rear wall, since the rear walls can be erected independently in case of different construction heights as well as smaller clearances between the stands.

Construction height:

<table>
<thead>
<tr>
<th>Exterior walls:</th>
<th>4.00 m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constructions within the stand boundaries:</td>
<td>5.00 m (top edge) with a clearance of at least 1 m to the outer edge. Please observe and follow the restrictions of the installation height of the walls of the hall. This also applies to suspensions/stand construction/advertising boards/banners or other constructions. Attention: You must provide a structural design certificate.</td>
</tr>
<tr>
<td>Solid superstructures within the stand that are higher than 3.5 m should not conceal more than 30% of the view from one side of the stand to the other for the sake of fairness to adjacent stands.</td>
<td></td>
</tr>
<tr>
<td>Walls to the adjacent stands may be expanded up to the maximum height in consultation with their users. The consent of both parties in writing must be available with Interplan for this purpose.</td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Details</td>
</tr>
<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Front and island stands:</td>
<td>All front stands and island stands must be constructed to be as transparent as possible so that they do not put the adjacent stands at a disadvantage and to present an overall attractive and appealing appearance. Please take into account that an appealing and attractive overall impression of the exhibition also has a positive and encouraging impact on each individual exhibitor. The entire stand area should be built up contiguously only up to 30%. <strong>Please submit your rendering for checking by 16/08/2019.</strong></td>
</tr>
<tr>
<td>Technical connections from the hall ground:</td>
<td>Please note that at some event venues the access points for electricity and water may be located directly on your own stand area and this may have an impact on the design of the stand construction and layout. For example, this applies to supply ducts/ground valves. Therefore, adjacent stands that need to be supplied with electricity may have the cables routed via your stand area if there is only one connection in this zone, which is located in your stand area. You shall be informed by Interplan in such instances. In this case, false flooring is recommended. However, these local conditions or circumstances do not entitle you to any discounts.</td>
</tr>
<tr>
<td>Stand system/Stand ceilings:</td>
<td>For the sake of fire safety, the stand systems, in general, must be made of flame-retardant materials (DIN 4102, B1 standard). If the stands are of a closed type, the ceilings must be designed to be suitable for the use of sprinklers. Two-storey stands are basically not permitted. <strong>Please keep the relevant certificates ready at hand at the stand in case of any checks that might be conducted at the venue (see also Technical Information).</strong></td>
</tr>
<tr>
<td>Stand construction approval:</td>
<td>For organisational reasons, please submit the construction plans of all stands more than or equal to 15 m² and provide the exact dimensions to us for approval. This must be done at least 4 weeks prior to the commencement of the Congress, i.e. by 16/08/2019. If you are planning a special stand concept, please contact Mr. Schultz well in advance (<a href="mailto:p.schultz@interplan.de">p.schultz@interplan.de</a>). Otherwise, it cannot be ensured that your stand concept will be approved under local conditions by Hamburg Messe (Trade Fair) and Congress GmbH.</td>
</tr>
</tbody>
</table>
Registration of stand personnel: The registration starts in June 2019. You will receive an online registration link via e-mail for this purpose.

The following regulations are applicable when registering the persons on stand duty:
- Up to 12 m² stand area 4 complimentary name badges
- Every additional 6 m² 1 complimentary name badge

No differentiation will be made between company employees and service personnel, e.g. for a coffee bar, hostesses, etc. Every extra person shall be charged at EUR 40.00 plus statutory VAT (Value Added Tax). Registrations and amendments made after 16/08/2019 as well as registrations at the venue will be charged EUR 55.00 plus statutory VAT per name badge.

All amendments at the venue will cost EUR 15.00 plus VAT.

Corporate customers who have an appointment at the stand must be registered in advance by the companies. The costs are (depending on the number of registered name badges) also EUR 40.00 plus VAT or after 16 August 2019, EUR 55.00 plus VAT. The invoice for this shall be issued after the end of the Congress.

Tickets are not issued for merely visiting the industrial Trade Fair.

The name badge makes you eligible for entry to the exhibition and all presentations and lectures that are free of charge, except courses for which fees are applicable. You cannot collect CME points with the same.

<table>
<thead>
<tr>
<th>Normal tariff</th>
<th>EUR 40.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late registration/at the venue</td>
<td>EUR 55.00</td>
</tr>
<tr>
<td>Rebooking/Changes at the venue</td>
<td>EUR 15.00</td>
</tr>
</tbody>
</table>

Contact person: Ms. Lisa Hennemann
Tel.: +49 (0) 89 - 54 82 34 771
E-mail: l.hennemann@interplan.de

Evening programme:

Wednesday, 18/09/2019, from 7:00 PM onwards: Inaugural evening in the Parliament

Friday, 20/09/2019, 7:00 PM: DGU evening in the Hamburg Cruise Center, Port City

You may order tickets from Ms. Lisa Hennemann by writing to dgu-reg@interplan.de.

Important Websites:
- Congress: www.dgu-kongress.de
- DGU 2019 Service forum: www.dgu-serviceforum.de
- Hamburg Messe (Trade Fair): www.hamburg-messe.de
- Verkehrsverbund (Transport Association) Hamburg: www.hvv.de
- Deutsche Bahn (German Railways): www.bahn.de
- Air travel companies: www.lufthansa.de

Congress & Industrial programme:
You will receive the Congress & Industrial programme at the conference counter at the venue or you will be able to download it approximately 4 weeks prior to the Congress at www.dgu-kongress.de.

For further information please contact:
Tel.: +49 89 548234-47 ■ Fax: +49 89 548234-45 ■ E-mail: p.schultz@interplan.de
**Stand Location:**
Interplan makes every effort to investigate the construction conditions at the event venue accurately and on an on-going basis. However, notwithstanding this, if there are any deviations arising as a result of unforeseen circumstances, we reserve the right to adjust the location of the stand accordingly at a later date or to change it at the venue. Interplan shall not bear any additional costs incurred as a result of such developments. We would like to formally draw your attention to the fact that we merely provide the exhibition space to you. All materials required for the setting up, equipping etc. of a stand must either be brought by you as the exhibitor or ordered out using the forms enclosed herewith.

**Liability/Insurance:**
The person(s) causing any loss or damage to the building or other inventory, who are employees of the exhibitor or have been appointed by him/her or his/her agencies, shall be solely liable for the same. Any loss or damage shall then be charged to the person(s) responsible for causing the same. We would be pleased to assist you with any insurance cover that you may like to take out for this purpose.

Interplan does not guarantee that all construction-related limitations have been marked or indicated correctly with respect to their dimensions in the plans of the exhibition venue that are available. Neither Interplan nor Hamburg Messe (Trade Fair) shall be liable in any manner whatsoever for any discrepancies in the plans. All dimensions must be checked at the venue. Any costs incurred for this purpose shall be borne by the exhibitor. Pillars and other limitations of the stand space are an integral part of the stand space leased out and do not justify any claims for discounts.

**Note on Privacy Policy:**
Our company handles all personal information in accordance with the requirements of the European Data Protection Regulations (EU-DSGVO) and the German Federal Data Protection Act (new). Acquiring, saving and processing your personal data is indispensable for your registration/reservation at the Congress mentioned. This is done exclusively for the purpose of organising and hosting the event. Your information shall be disclosed only to those third parties who are directly involved in hosting and coordinating the event and provided the organisational work-flow makes this necessary (organisers, Congress centre and vendors for the trade exhibition).

A complete overview of the applicable data protection provisions is available at the following link: [www.interplan.de/de/datenschutz.php](http://www.interplan.de/de/datenschutz.php)

With the consent and submission of the order in the web shop, you declare your approval and acceptance that the personal information furnished by you in the course of the above-mentioned Congress may be recorded, saved, processed and based on the above-mentioned requirements, may be disclosed to third parties, e.g. the event host and manager.

Subject to change without notice, valid on: 03.07.2019
The exhibitor information listed here forms an integral part of the contract agreement and is deemed to have been accepted at the time of registering for the above-mentioned Congress.