

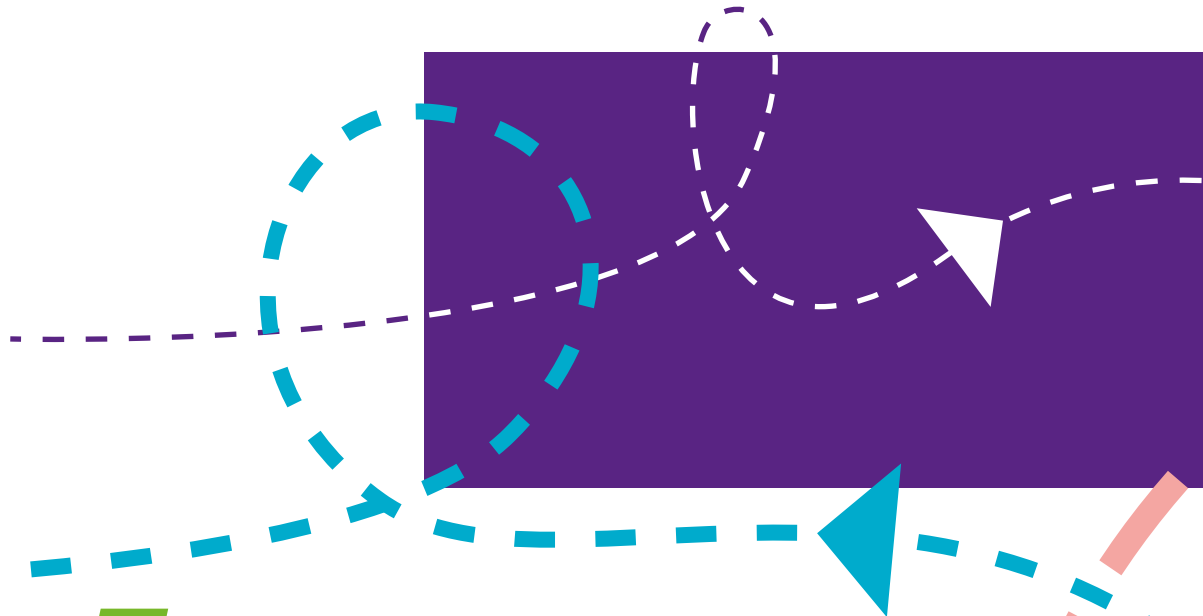
EAIE
2024

Toulouse

17-20 SEPTEMBER



EXHIBITOR
MANUAL



EAIE
European Association for
International Education



Welcome to the EAIE Exhibitor Manual, specially created for those exhibiting at the 34th Annual EAIE Conference and Exhibition, taking place from 17-20 September 2024 in Toulouse, France. The European Association for International Education (EAIE) has appointed EA Exhibitions (EA) as the official exhibition contractor. EA will be responsible for all of the pre-conference coordination and exhibition set-up and breakdown. This manual has been produced to provide you and your team with everything you need to plan a successful exhibition and to alleviate pre-exhibition issues.

We kindly ask you to:

- Read the information carefully.
- Take note of the deadlines.
- Place your orders as soon as possible.

Do not hesitate to share the EAIE Exhibitor Manual with your team(s) involved in EAIE Toulouse 2024. Please note that the manual is subject to change. The most up-to-date version of this manual can be viewed or downloaded in PDF format from the Exhibitor Portal:

www.toddo.com/event/eaie2024

EA Exhibitions

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IMPORTANT INFORMATION

Please read and follow all the information to ensure that the 2024 EAIE Exhibition is a success.

1. Please adhere to the deadlines for all services, especially freight forwarding, stand approvals and rigging, as deadlines may be earlier than in previous years.
2. Please send all requested papers and forms, packing lists, *etc* in time – see “**Exhibitor checklist**” on [page 06](#) and “**Contact list**” on [page 07](#).
3. If you want to build your stand higher than 2.5 metres or add a hanging banner, an additional fee will be charged, which amounts to 10% of your space booking cost. The fee does not include any production or rigging cost. Combination of hanging banner and additional height is subject to a combined fee of 20%.
To request additional height and/or banner please send an email to exhibition@eaie.org.
4. For stand building height for each hall – see “**Hall information**” on [page 15](#).
5. Rigging needs [to be requested](#) before **05 July 2024**. Requests received after this date cannot be processed anymore.
6. For Free Build stands, the deadline for submitting your final stand design and documents for approval is **05 July 2024**.
7. Please note that flammables are not allowed inside stand storage.
8. The main aisles must be empty during the build-up and dismantling.
9. Orders placed with EA Exhibitions will only be processed following receipt of payment. Please note that if we do not receive the payment before **04 September 2024** stand items will not be installed when build-up starts.
10. Cancellation of orders*:
50 % refund from 19 July to 16 August (from 8 to 4 weeks prior to the conference). Please note that €85 administrative cost (excluding VAT) will be charged and shall be fully borne by the participant.
No refund after 17 August (4 weeks prior to the event).

*Please note that the following cancellation policies refer to stand packages and services orders and do not apply for exhibition space booking.

WHAT IS NEW IN 2024

BOOKING PROCESS

In 2024, exhibitors book only exhibition stand space with the EAIE. When the space is booked, exhibitors can book a stand package of their choice or opt for Free Build stand, both provided by EA Exhibitions. Basic Shell Scheme and Premium packages are available for spaces between 9 and 36 m2. Stand packages with a listing of all included items are available in the [Toddoo Shop](#) and can be booked directly. Exhibitors with space of 24 m2 or more can also book a Modular Stand Design (MSD) package. Exhibitors who booked a space of 24 m2 or larger can opt for a custom Free Build stand with their own stand builder or a sustainable Free Build with EA Exhibitions.

STANDARD STAND CLEANING FOR FREE BUILD STANDS

The daily stand cleaning fee for Free Build stands is not included in the space booking fee and must be ordered by all Free Build stands separately in the exhibitor shop. The stand packages (Shell Scheme, Premium or MSD) have the daily cleaning included like in the past years.

SUSTAINABILITY REPORT

In 2024, all exhibitors with Free Build stands are required to complete the Sustainability Assessment as part of the stand approval. As a result of this assessment, a sustainability report will be shared with the exhibitors. The goal of the sustainability report is to provide exhibitors with insight on how to make their exhibition participation more sustainable.

MORE FEE WAIVERS IN 2024

In 2024, the reduced exhibitor registrations are no longer included in the space booking. Instead, additional conference fee waivers have been introduced. Please see '**Registration and Exhibitor Badges**' on [page 17](#) for detailed information.

EXHIBITOR BADGES

All exhibitors registering with the exhibitor code will be marked as exhibitors on their conference badges. Only the exhibitor badge will allow access to the Exhibition Hall during stand decoration hours on Tuesday

MSD PACKAGES & CUSTOM DESIGNS

In order to provide Free Build exhibitors with a more sustainable custom build option EA Exhibitions is offering MSD (Modular Stand Design) packages with a pre-set design that have all the stand items (electricity, furniture, graphics, cleaning) included. Exhibitors can also choose custom MSD Free Build stands made from sustainable materials. Please contact [EA Exhibitions](#) for more information.

CONVENIENT SUBMISSION OF ORDER FORMS

Exhibitors can now submit necessary information and documents with online form submissions making the process more efficient and convenient. The forms and the deadline can be found in the **Checklist and Deadlines** on [page 06](#) as well in the Downloads section in [Toddoo](#). Please refer to the form itself for specific instructions on the required documentation and details needed. If you don't have all the necessary documentation ready before initiating the form, it will save the already filled in information. You don't have to restart the process.

EXHIBITOR CHECKLIST & DEADLINES

ALL EXHIBITORS

- Complete exhibitor profile (see [exhibitor list](#))
[Submit Exhibitor profile](#) — **deadline 01 July**
- Submit the grid plan of your stand
[Submit grid plan](#) — **deadline 05 July**
- (Optional) Place and finalise your orders in the exhibitor shop:
[Toddoo Exhibitor Portal](#) — **deadline 05 July**
- (Optional) Request host(ess) services on your stand
[Submit host\(ess\) form](#) — **deadline 05 July**
- Complete exhibitor page on the conference platform (see [online exhibitor directory](#))
- Register stand participants (see [Registration and Exhibitor badges](#))
- (Optional) Finalise stand catering orders
[Catering portal](#) — **deadline 23 August**

SHELL SCHEME STAND PACKAGE

- (If ordered graphics) Submit graphics artwork
EA Exhibitions will share personalised submission links by email in May — **deadline 05 July**

PREMIUM STAND PACKAGES

- Submit your wall and fascia graphics artwork
EA Exhibitions will share personalised submission links by email in May — **deadline 05 July**

FREE BUILD STANDS

- Order electricity mains and daily stand cleaning
[Toddoo Exhibitor Portal](#) — **deadline 05 July**
- Submit stand approval form
[Submit stand design](#) — **deadline 05 July**
- (Optional - if rigging is necessary)
Submit rigging information
[Submit rigging form](#) — **deadline 05 July**
- Submit the build-up registration form (see [Build-up access](#)):
[Submit Build-up form](#) — **deadline 01 September**
- Submit stand carbon footprint report
Individual links will be sent by email to the stand constructor directly — **deadline 01 September**

GENERAL INFORMATION

CONTACT LIST & LOCATION

CONTACT INFO

Please contact **EA Exhibitions** eaie@eaexhibitions.com for:

- Exhibitors stand packages and custom stand designs
- Exhibitor products and services
- Technical information (eg technical floorplan)
- Contractors access during Build-up and Dismantling

Please contact **the EAIE** for:

- Exhibition space allocation exhibition@eaie.org
- Conference registration and badges exhibition@eaie.org
- Partner opportunities and advertising promotions@eaie.org

Please contact **B-network** clients.paris@bnetwork.com for:

- Hotel

Please contact **Valverde** eaie@valverde.nl for:

- Freight forwarding and handling
- Lorry parking

Please contact **MEETT** at exhibitors-order-tlse@gl-events.com for:

- Stand catering

LOCATION

MEETT - Parc des Expositions et Centre de Conventions & Congrès de Toulouse Métropole

Concorde avenue,
31840 Ausonne, France

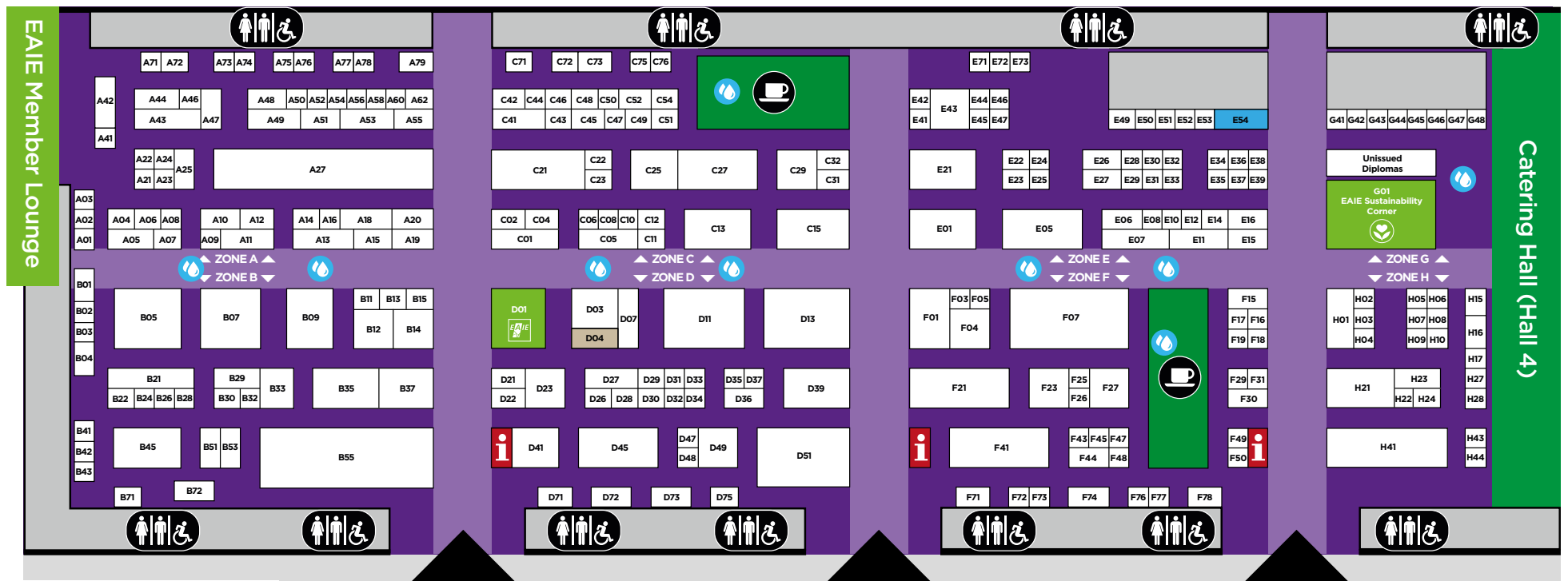
The 2024 EAIE Exhibition will take place in Halls 5, 6 and 7. You can find your way to the conference centre via:







<https://www.eaie.org/events/toulouse/practical-information/travel.html>



GENERAL INFORMATION

FLOOR PLAN



- Water refill stations 
- Toilets 
- Coffee points 
- Exhibition Information desks 
- Exhibitor Service desk 
- EAIE 2025 - Book your stand 

MEETT Convention Centre

GENERAL INFORMATION

EXHIBITION TIMETABLE & CONFERENCE DATES

EXHIBITION TIMETABLE

Stand construction hours (Free Build):

Monday 16 September, 07:30–22:30

Tuesday 17 September, 07:30–18:00*

**All empties must be removed from the exhibition by 18:00*

Exhibition opening hours:

Wednesday 18 September, 08:30–18:00

Thursday 19 September, 08:30–18:00

Friday 20 September, 08:30–13:00

Exhibitor welcome and stand decoration:

Tuesday 17 September, 14:00–17:30*

**Access with exhibitor badge only, all halls must be vacated by 17:30*

Packing hours:

Friday 20 September, 13:00–14:00

Dismantling hours:

Friday 20 September, 16:00–00:00

Exhibitors with an exhibitor badge can access the hall at the following hours:

Tuesday 17 September, 14:00–17:30

Wednesday 18 September, from 07:30

Thursday 19 September, from 08:00

Friday 20 September, from 08:00

CONFERENCE DATES

Conference registration opens:

June 2024

Meetings scheduling open:

July 2024

EAIE Conference dates:

17–20 September 2024

GENERAL INFORMATION

SHELL SCHEME STAND PACKAGES

STAND PACKAGES: SHELL SCHEME

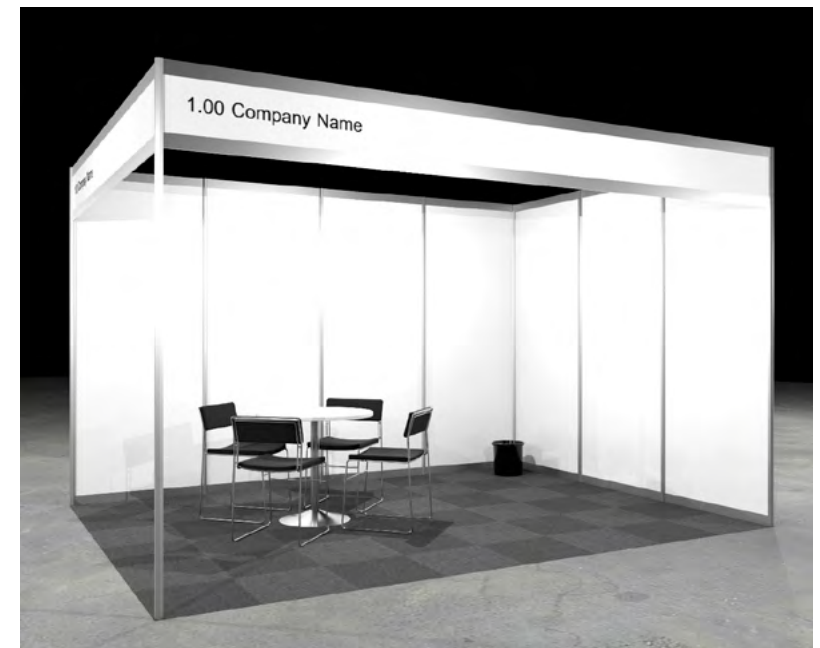
Standard shell scheme package is available for row, corner and peninsula spaces between 9 m² and 36 m². Please see the [shop in Toddo](#) for pricing information. The Shell Scheme stand includes:

INCLUDE:

- White shell scheme wall panels, 250 cm high
- Fascia with stand number and stand name (up to 40 characters)*
**If you prefer the stand name with more than 40 characters, an additional fee of €21.50 (excl. VAT) per open side of your stand will apply.*
- Carpet
- 3KW power connection
- Spots
- Table
- Chairs
- Waste bin
- Cleaning whole conference

Please see included furniture per stand size below

Stand size	Table Albaredo 70	Chair Asti	Triple socket	Spots
9 m ²	1	4	1	1
12 m ²	1	4	1	1
15 m ²	1	4	1	1
18 m ²	1	4	2	2
21 m ²	1	4	2	2
24 m ²	1	4	2	2
27 m ²	1	4	2	2
30 m ²	1	4	2	2
33 m ²	1	4	2	2
36 m ²	1	4	2	2



GENERAL INFORMATION

PREMIUM STAND PACKAGES

STAND PACKAGES: PREMIUM

Premium package is available for row, corner and peninsula spaces between 9 m² and 36 m². Please see the [shop in Toddo](#) for pricing information. The Premium stand includes:

INCLUDE:

- White shell scheme wall panels, 250 cm high
- Fascia with print
- Seamless wall graphics
- Carpet
- 3KW power connection
- Spots
- High table
- Bar stools
- Counter with graphics
- Small waste bin
- Cleaning whole conference

Please see included furniture per stand size below:

Stand size	Table Amagni 110	Chair Amagni Bar White	Triple socket	Spots	Counter Bern
9 m ²	1	4	1	1	1
12 m ²	1	4	1	1	1
15 m ²	2	8	1	1	1
18 m ²	2	8	2	1	1
21 m ²	2	8	2	2	1
24 m ²	2	8	2	2	1
27 m ²	2	8	2	3	1
30 m ²	2	8	2	3	1
33 m ²	2	8	2	3	1
36 m ²	2	8	2	3	1



GENERAL INFORMATION

FREE BUILD

Exhibitors with an exhibition space of 24 m² or larger can opt for a Free Build stand with a custom design. There are three available options:

SUSTAINABLE CUSTOM FREE BUILD WITH EA EXHIBITIONS AND PARTNERS

Opting for a sustainable Free Build stand will offer you a range of features that will make your display long-lasting and aligned with your environmental values. The innovative Matrix system, primarily made from aluminum, guarantees durability and an enduring presence. Its approach ensures that no waste products from the stand are left behind at your exhibition location or stand space post-disassembly.

Please request your custom stand design with EA Exhibitions through the online form <https://wkf.ms/49xtH2D>

MSD PACKAGE WITH PRE-SET DESIGN

MSD (Modular Stand Design) Packages are available for spaces of 24 m² or larger. The package includes stand structure, furniture, graphics, floor covering, electricity and daily cleaning. MSD stand packages are exempt from compulsory stand approval and carbon footprint submissions. Additionally, MSD packages with 3 metre high wall structures are also exempt from 10% additional height fee. The exemption is subject to condition that there are no changes to the stand structure and no rigging is required.

Please check the shop in [Toddo](#) to see available options and reach out eaie@eaexhibitions.com for pricing information.

CUSTOM FREE BUILD WITH OWN STAND BUILDER

You may also choose to build a stand with your own stand builder. Please take note of the applicable rules and regulations on [page 13](#).

GENERAL INFORMATION

FREE BUILD (cont.)

FREE BUILD RULES AND REGULATIONS

1. Every Free Build stand must have at least partition walls with neighbouring stands, floor covering and a stand number.
2. All exhibitors who build their own stand need approval from the organisation. For stand approval, please submit the [Stand Approval Form](#) by **05 July 2024**.
3. All Free Build stands are required to submit the details of their stand for carbon footprint calculation. Individual submission links will be shared by email.
4. The standard height of the stand fitting (including graphics and column cladding) must not exceed 2.50 metres in height from the floor. The maximum height of any wall is up to 4 metres. The maximum height restriction is 6 metres (including rigging, measured from floor to top of the rigging structure). Please note that height and rigging approval will be given once your stand drawings have been reviewed by EA Exhibitions. To request rigging, please submit the [Rigging Form](#) before **05 July 2024**.
5. The stand needs to be placed within the designated area and it is not allowed to place any displays, products or furniture in the aisles.
6. Stands with three open sides or less are obliged to erect a wall (minimum height of 2.50 metres) between themselves and any other neighbouring stand(s). A row stand requires walls on three sides (one back wall and two side walls), a corner stand requires walls on two sides (one back wall and one side wall) and a peninsula stand requires only one wall (one back wall). It is not permitted to use walls from neighbouring stand for your own purposes.
7. Any open sides of your stand can be closed up to a maximum of 30% of its length.
8. If you want to build your stand higher than 2.5 metres, add a hanging banner or a digital sign, an additional fee will be charged that amounts to 10% (hanging banner or additional height) or 15% (digital sign) of your space booking cost. The fee does not include any production or rigging cost. Combination of hanging banner and additional height is subject to a combined fee of 20% (hanging banner and additional height) or 25% (digital sign and additional height).
To request your additional height, banner or sign please send an email to exhibition@eaie.org.
9. Stand with an area of more than 100 m² with a complicated layout must have at least two separate exits/emergency access routes opposite one another. The walking distance between any point in an exhibition area and a walkway outside the stand shall not exceed 20 metres. For space-only stands, the deadline for submitting your final stand design for approval is **05 July 2024**.

GENERAL INFORMATION

FREE BUILD (cont.)

10. Walls that exceed the standard height of 2.50 metres need to be finished in a solid white wall. Exhibitors are responsible for ensuring that their contractor leaves any face of any such wall higher than 2.50 metres in a clean and finished state (colour white with no graphics or logo's).
11. Floor covering is mandatory. Approved carpet tape only must be used. All tape must be removed at the end of the exhibition. Failure to do so will result in exhibitors being charged for its removal.
12. All main electrical installations are handled by the official electrical contractor, EA Exhibitions. Technical facilities will come from the nearest utility channel on the floor, so please bear this in mind when designing your stand and when marking it on the grid floor.
13. All work must be carried out within the exhibition timetable.
14. It is each exhibitor's responsibility to familiarise themselves with any height or weight restrictions of their allocated space before designing the stand.
15. All stands shall be entirely self-supporting, without either hanging from the ceiling or being attached to the walls of the venue. It is also not allowed to use (shell scheme) walls from neighbour stands for your own purposes.
16. The usage of products containing organic solvents is strictly forbidden, such as contact adhesives, spray paint, paint with white spirits or thinners with solvents.
17. All stand construction and decorative materials must comply at least with building materials class B1 of DIN 4102 and/or class B/C s1 d0 of EN 13501-1 (*ie* must be flame retardant and neither forms toxic gases nor drip while burning).
18. Rigging must be requested through the [rigging form](#) before **05 July**. The hanging banners and digital signs must be located 50 cm within the stand border from the aisle(s) and neighbour exhibitors on all sides. Pictures should be stilled and can be presented as a slide show, with an interval of 02 minutes. No sound is allowed. The back of the screen must be covered.
19. Exhibitors with Free Build stands are required to order basic daily cleaning for the entire duration of the exhibition. Daily cleaning can be ordered in the [exhibitor shop in Toddo](#). Exhibitors who book Shell Scheme, Premium or MSD Package have daily cleaning included in the package.

GENERAL INFORMATION

HALL INFORMATION, BUILD-UP AND DISMANTLING RULES

HALL INFORMATION

The standard building height for each hall is as follows:

- **Hall 5** is 4 meters excluding rigging. The rigging height is 6 meters including the top of the truss.
- **Hall 6** is 4 meters excluding rigging. The rigging height is 6 meters including the top of the truss.
- **Hall 7** is 4 meters excluding rigging. The rigging height is 6 meters including the top of the truss.

The maximum floor load is:

Hall 5 is 1500 kg/sqm.

Hall 6 is 1500 kg/sqm.

Hall 7 is 1500 kg/sqm.

BUILD-UP AND DISMANTLING

Build-up of exhibition Free Build Stands will take place on:

Monday, 16 September 07:30 – 22:30

Tuesday, 17 September 07:30 – 18:00

Dismantling of the Free Build stands will take place on:

Friday, 20 September 16:00 – 00:00

Our logistic partner Valverde will operate with timeslots for (un)loading complete vehicles. A timeslot will be provided after you made a booking with Valverde. All vehicles arriving at the venue for the delivery and collection of exhibits or stand fittings must report to the Valverde service desk (please follow the signs). All delivery and collection of goods must be registered with Valverde before build-up starts. Make sure you mention the day, time and license plate number of your vehicle. Unannounced deliveries and collections will be given a loading time that fits the existing planning and will be asked to wait in a separate parking area outside the conference grounds until unloading space is available near the halls.

All set-up and dismantling activities shall comply with applicable occupational health and safety provisions, industrial regulations and laws governing places of assembly. Exhibitors and their subcontractors are responsible for observing the regulations. Exhibitors and their subcontractors must ensure that other exhibitors and their service companies present at the venue are not endangered during their own set-up and dismantling activities. If necessary, they must appoint a coordinator to oversee the work. In case of violations, the Organiser (EAIE), Venue (MEET) and the relevant public authorities can order work to be stopped.

The use of safety shoes and hard hats is advised in all construction areas. This applies to all production areas of the venue, during the construction and dismantling period of the event. Complying with the rules is the responsibility of the employer. The safety shoes must comply with category S3 or higher. Please note that the main aisles must be empty during the build-up and dismantling.

GENERAL INFORMATION

BUILD-UP ACCESS, EXHIBITOR LIST AND HOTELS

BUILD-UP ACCESS

During build-up, all stand builders are required to wear a bracelet, which can be picked up at the Exhibitor Service Desk upon arrival at the venue.

In order to get build-up access for staff and vehicles please fill in the [build-up registration order form](#). No vehicles or staff will be allowed to enter the venue for Build-up and Dismantling without prior registration in the build-up form. Further access instructions will be shared with stand builders by email prior to the event.

Exhibitors with Free Build stands who need to access the Exhibition Hall during build-up to supervise the construction need to fill in the [build-up registration form](#) in order to receive access. Please note that access during build-up can only be granted to exhibitors with Free Build stands and with a limitation of 2 persons per stand. Exhibitors with Shell Scheme and Premium stands can access the Exhibition Hall on Tuesday during the stand decoration hours.

EXHIBITOR LIST

The list of exhibitors will be displayed on the EAIE website, conference platform, conference notebook and onsite signage in the Exhibition Hall. In order to display the exhibitor name correctly, please make sure to fill in [Exhibitor Profile form](#) as soon as you have booked your stand space.

The deadline to submit the Exhibitor Profile is **01 July**. The information submitted after this date will only be included in the digital exhibitor list, and will not be displayed on the printed conference materials (eg conference notebook and printed exhibitor list in the Exhibition Hall).

Please note: updating your exhibitor profile in Toddo directly will only update the information visible on the floorplan in Toddo and will NOT update it the printed or digital exhibitor list. Please make sure to submit the [Exhibitor Profile form](#) to ensure that your exhibitor name is displayed correctly.

HOTELS

Official hotel partner

The official hotel booking agency for EAIE Toulouse 2024 is B-Network. For individual and small group reservations, the B-Network booking tool offers good deals for a wide range of hotels in Toulouse. Bookings can be made directly online via [this link](#). If you would like to book 10 rooms or more, please contact B-Network at clients.paris@bnetwork.com directly.

Beware of fraudulent hotel agencies

There are an increasing number of fraudulent websites impersonating EAIE Toulouse 2024 and we would like to warn all participants to be aware of possible scams and strongly advise that you only use the official housing partner, B-Network, when making reservations. The EAIE and its official hotel agency will never, under any circumstances, conduct sales calls and ask for your credit card details over the phone. If you believe you have been contacted by a fraudulent agency, please [contact us](#).

GENERAL INFORMATION

REGISTRATION AND EXHIBITOR BADGES

FEE WAIVER ENTITLEMENTS

Two or more fee waivers (i.e. free conference registrations) are included in the space booking fee. The number of included fee waivers per stand space is as indicated below.

Exhibitors with stand space larger than 36 m² will receive one fee waiver per every 6 m² booked (i.e. for 108 m² stand space: 108 m² / 6 m² = 18 fee waivers).

Exhibitor registrations at reduced rates are no longer available; instead, increased fee waiver entitlements have been introduced.

Stand size	Fee waivers
9 m ²	2
12 m ²	2
15 m ²	2
18 m ²	3
21 m ²	3
24 m ²	4
27 m ²	4
30 m ²	5
33 m ²	5
36 m ²	6

REGISTRATION

Registration will open in May 2024.

All exhibitors attending the EAIE Conference must register as conference participants. The primary contact person who booked the stand will receive registration instructions and a unique exhibitor code. This code can be used by stand participants for free registration. Participants registering with the exhibitor code will be designated as exhibitors and marked as such on their conference badges.

EXHIBITOR BADGES AND ACCESS TO THE EXHIBITION HALL

All exhibitors registering with the exhibitor code will automatically receive an exhibitor badge. Only exhibitors with designated exhibitor badges will have access to the Exhibition Hall during stand decoration hours. The exhibitor badge number is limited to the fee waivers in the stand space.

The main contact person is responsible for distributing the exhibitor code and registration instructions to exhibitor and sub-exhibitor staff attending the conference. Please make sure to distribute the exhibitor code to those participants who need to receive the exhibitor badge.

GENERAL INFORMATION

ONLINE EXHIBITOR DIRECTORY

The conference platform will open for exhibitors on 16 July. Exhibitor main contact person will receive an email with instructions to log in and update the exhibitor page in the online conference platform. All other participants will get access to the platform one week later. Have the following assets ready to upload:

- Header image**
 - Size: 2000x368 px
 - File type: jpg or png
- Logo**
 - Size: 800 px wide
 - Recommended file type: jpg or png
- Link to promotional video**
 - Vimeo or YouTube link, less than two minutes in length. Video will display in 2000x1126 px window
- Cover image for promotional video**
 - 2000x1126 px
 - Recommended file type: jpg or png
- Organisation description**
 - Recommended length: 1000-1500 characters (including spaces)
- Link to PDF/PowerPoint documents**
 - Include a title and short description of the document. Description should be 100-150 characters (including spaces).
- PDF/PowerPoint icon images**
 - You may display a small icon next to your PDF resource downloads
 - Size: 429x762 px (vertical) or 762x429 px (horizontal)
 - File type: jpg
 - If you do not upload this, the PDF will appear as a link without an image
- Links to social media**
 - LinkedIn, X, Facebook, Instagram, Snapchat and Youtube
- Contact information**
 - Main email address and website link
- For national pavilions**
 - List of sub exhibitors to be listed under your organisation

Only the main contact person can set up the exhibitor page and add participating staff to the page. Staff who are added to the stand can then update their participant profile to say “I’m exhibiting”.

GENERAL INFORMATION

INSURANCE & LIABILITY, SMOKING AND CHARITY

INSURANCE & LIABILITY

Public liability insurance is taken out by the EAIE on behalf of the exhibitors and included in the space booking fee. This coverage is limited to Third Party Liability only, meaning bodily injuries and/or property damage caused by a registered exhibitor to a third party.

Exhibitors are solely responsible for their own goods & properties, both private and/or their employer(s). The EAIE is not responsible and cannot be held liable for any loss, damage, or theft of exhibitor's own belongings such as laptops, briefcases, purses etc. Personal items are not insured by any EAIE insurance. The EAIE highly recommends to take out fire & theft insurance via your local insurance broker and/or check coverage on your existing insurance(s). Fire and theft insurance is not compulsory.

SMOKING

Smoking inside the building is strictly prohibited at EAIE Toulouse 2024, during the build-up, event hours and dismantling.

CHARITY

As part of our EAIE Green Goals, we are dedicated to minimising waste and supporting the local community. To achieve this, we partnered with organisations across Europe, to repurpose the office supplies donated by our exhibitors and attendees during the conference days. This initiative not only minimises waste but also contributes positively to local communities. You can support our cause by donating any unused office supplies at designated donation boxes located at the entrances of the exhibition hall.

GENERAL INFORMATION

SUB-EXHIBITORS & SUSTAINABILITY GUIDELINES

SUB-EXHIBITORS

Sub-exhibitors are companies within groups and subsidiaries, or with their own products and their own personnel. They use the stand area of the main pavilion and exhibit under a group name. National/regional agencies, consortiums and other organisations with sub-exhibitors on their stand need to inform EAIE of the sub-exhibiting organisations by submitting the list of their sub-exhibitors. List of sub-exhibitors can be submitted in the [Exhibitor profile form](#). If additional sub-exhibitors join the pavilion, please send an updated list of sub-exhibitors to exhibition@eaie.org. You can download the [sub-exhibitor template](#) in [Downloads](#) section.

Sharing of stands of two or more individual organisations, for which the second (and subsequent) exhibitor(s) is not a sub-exhibitor, is considered stand sharing and is subject to a stand sharing fee of €750 per each additional co-exhibitor. Exhibitors sharing a stand space will receive one entry each in the list of exhibitors. Please note that stand sharing is subject to approval by EAIE, please contact exhibition@eaie.org for more information.

SUSTAINABILITY GUIDELINES

As part of our commitment to sustainability, EAIE is taking steps to reduce the environmental impact of our event. We have created a comprehensive guide that outlines practical steps you can take to make your participation more sustainable. This guide includes tips on reducing waste, conserving energy, and sourcing eco-friendly materials. We encourage you to review the guide and implement as many of these practices as possible.

» [Download the Sustainable Exhibition Guide](#).

All exhibitors are also invited to join our effort by signing our sustainable exhibitor pledge. By signing the pledge, you commit to adopting sustainable practices in your stand setup and operations.

» [Sign Sustainable Exhibitor Pledge](#)

All exhibitor staff are also welcome to join by [signing the sustainable participant pledge](#).

Measuring our footprint

We are also launching an initiative to calculate the carbon footprint of the conference and exhibition. To do this accurately, we will collect data from all exhibition suppliers, including stand builders. If you build a custom stand design with your own constructor, they will receive a link to submit stand build details such as crew travel, logistics and stand materials after they [submit the stand design](#) for approval. Providing this information is crucial to measure and reduce our CO2 emissions effectively.

You can read more about our sustainability efforts [here](#).

GENERAL RULES & REGULATIONS

RULES AND REGULATIONS

You can find **Terms and Conditions**, as well **Rules and Regulations** in **Downloads section in Toddo**:

www.toddo.com/event/eaie2024

- [Exhibition Terms and Conditions](#) of the European Association for International Education
- [General rules and regulations](#) of EA Exhibitions
- [Good Conduct Guide](#) MEETT
- [Waste Management Guidelines](#) of MEETT
- [Accessibility regulations](#) MEETT

ADVERTISING AND SOUND SYSTEM USAGE

Advertising is only permitted within the allocated exhibition space. In the interests of all exhibitors, digital promotion, distributing flyers, additional signage and other advertising material outside the stand will not be tolerated (this includes for instance balloons, flags, banners that exceed the stand dimensions including allowed stand height). Advertising on any of the pillars in the Exhibition Hall is not permitted. Any false or misleading advertising whatsoever is strictly prohibited.

Microphone and sound system usage is only permitted with prior approval by EAIE. Audio-visual equipment and microphone & sound systems should be used in a manner that broadcasted messages are not seen or heard at one or more neighbouring stands.

EXHIBITOR SERVICES A-Z

EA EXHIBITIONS

T: +31 20 262 3272

Email: eaie@eaexhibitions.com

The following exhibitor services can be ordered from the shop in the Exhibitor Portal:

- Audio-visual & PC equipment
- Host(s)/Hostess(es)
- Cleaning and waste disposal
- Internet and Wi-Fi
- Electricity
- Lighting
- Graphics
- Green decoration
- Stand security
- Furniture
- Suspension wires / rigging
- Floor covering
- Water
- Freight forwarding and on-site handling
- Catering (external supplier)
- Lead retrieval (external supplier)



EXHIBITOR SERVICES A-Z (cont.)

CLEANING & WASTE DISPOSAL, ELECTRICITY & FREIGHT FORWARDING

CLEANING & WASTE DISPOSAL

Standard stand cleaning is included in the Shell Scheme, Premium and MSD package. Exhibitors with Free Build stands are required to order stand cleaning in the [Toddoo shop](#).

Waste should be avoided as much as possible during the set-up and dismantling, and throughout the event. Waste that cannot be avoided must be disposed of in an environmentally responsible manner according to the recycling guidelines of the venue. Please see [Waste Management Guidelines of MEETT](#) for detailed information

Any material left behind in the stand or the hall after dismantling will be charged for.

For any assistance please contact us at eaie@eaexhibitions.com.

ELECTRICITY: REGULATIONS AND INFORMATION

- In Shell Scheme, Premium and MSD stand packages 3KW main connection is included
- In Free Build stands: NO electricity is included. You can order electricity via the [exhibitor portal](#). Please make sure that electrical installations are adhering to the venue regulations (see [electrical installations information](#)).
- The standard voltage and type of supply in the venue is an electrical connection of 230V/400V.

Do not forget to indicate the preferred location for your main electricity point on the [grid form](#). Please include your stand orientation and exact measurements for each outlet.

FREIGHT FORWARDING AND ON-SITE HANDLING

Valverde has been appointed as the sole forwarding agent and on-site handling contractor for the 34th Annual EAIE Conference and Exhibition. It is the only company allowed to carry out lifting, off-loading and any means of handling involving mechanical equipment, eg forklift trucks or cranes. All lifting from vehicles and delivery to the stand will be invoiced directly to the exhibitor by the contractor. Valverde will also be responsible for all custom formalities for this event. For instructions, please see their [Event Transport & Logistic Services manual](#), which can be found in the Exhibitor Portal.

Valverde BV: Wisse Pont
T. +31 20 653 8555
Email: eaie@valverde.nl
www.valverde.nl

VALVERDE
Event Logistics

EXHIBITOR SERVICES A-Z (cont.)

GRAPHICS, HOST(S)/HOSTESS(ES), INTERNET & WI-FI

GRAPHICS

Graphics can be ordered with EA Exhibitions. There is a wide range of possibilities – from a simple logo print on your fascia to full-colour double-sided banners in various sizes. Items can be directly ordered via the [Exhibitor Portal](#). The digital files for the graphics need to be submitted through the Graphics submission link (will be shared by email in May) **before 05 July 2024**. The files should be supplied in the correct form (PDF or AI/EPS) with a minimum of 100 dpi at actual size.

Bringing your own graphics

Attaching (graphics) material to the shell scheme stand is only allowed under the following conditions:

- Material may never be mounted to the walls with hooks, nails, pins, velcro, duct-tape or comparable adhesives. Special tape can be requested at Exhibitor Service Desk onsite.
- In the event of damage to the panels, we will charge the exhibitor for full **replacement costs at €200** per panel.

HOST/HOSTESS(ES)

If you book host(s)/hostess(es) for your stand, please be advised that they will require a badge to enter the Exhibition Hall. The badge fee will be included in the total service price. The host(s)/hostess(es) will receive their badges upon arrival so they will have access to the hall and can meet you at the preferred meeting location as indicated by you on the order form. In order to book host(s)/hostess(es), please make sure to fill in the [host\(s\)/hostess\(es\) order form](#) and we will get in touch with you in order to provide you with a quotation.

INTERNET & WIFI

There will be a general Wi-Fi network available in the Exhibition and public areas. To optimise the internet connection, the Wi-Fi network will be available on the 5 GHz frequency in the Exhibition Hall and on 2.4 GHz in several places at the conference venue. This limited frequency will only be suitable for checking emails and not for up- or downloading data or online presentations.

Ordering an individual wired internet connection is recommended to ensure the highest accessibility. Installing rogue Wi-Fi networks is strictly prohibited and the venue reserves the right to shut down networks that cause interference. You can order your internet connection in the [Toddoo shop](#). Contact us via eaie@eaexhibitions.com if you have special requirements.

Please contact us at
eaie@eaexhibitions.com
for more information.

EXHIBITOR SERVICES A-Z (cont.)

LEAD RETRIEVAL, PARKING, STAND CATERING

LEAD RETRIEVAL

For the 2024 Conference and Exhibition, the EAIE is working with FieldDrive to offer exhibitors the option of using lead retrieval app. With this app, exhibitors can easily collect contact information from participants who visit their stand and make notes on the spot. All collected leads are stored in your own password-protected portal where you can access and export them from any device at any time. You pay a licence fee for each device that you use:

- First licence: €290 (€240 until 15 August)
- Additional licences: €190 (€150 until 15 August)

You can order Fielddrive app in the [online shop](#).

For more information and requests, please contact support@fielddrive.com

PARKING PASSES AND LORRY PARKING

MEETT offers parking facilities with a capacity for 5000 cars. More information can be found at <https://meett.fr/acces>.

Parking passes for Build-up and Dismantling must be requested in advance via [Build-up registration form](#).

Please contact Valverde at eaie@valverde.nl for more information about lorry parking.

STAND CATERING

Exhibitors can order catering services at their stand via MEETT by creating an account through [this link](#). Please make sure to complete all the information, including stand number and tax ID so your order can be processed. To place an order, add items to your cart, click on **'Continue'** and type your exhibitor name. Please remember to submit the **delivery schedule with your order**. **Additional fees will apply** if you want to receive the delivery at specific time. The catering is confirmed only once you receive an invoice. Catering orders placed after 23 August will be subject to 20% price increase. The catering portal will close for orders on 30 August.

If you have any questions please contact MEETT by email at exhibitors-order-tlse@gl-events.com or phone at +33 (0)5 32 53 55 55.

Please note NO receptions will be allowed after 18:00 in the exhibition hall. No events/receptions can be scheduled during the Plenaries:

Wednesday 18 September, 11:00-12:30

Friday 20 September, 12:00-13:00

EXHIBITOR SERVICES A-Z (cont.)

STAND SECURITY, STORAGE, SUSPENSION WIRES/RIGGING

STAND SECURITY

Although every reasonable security precaution is taken throughout the build-up, open period and dismantling, exhibition management cannot be held responsible for any loss, damage or accident which may occur to any exhibitor's (or their contractors) property or personnel.

We strongly recommend that any small or attractive items are kept under constant supervision and removed each evening and that suitable insurance cover is arranged for your stand. Please take special care of laptops, mobile phones *etc* - do not leave these items unattended at any time.

STORAGE

Flammables are not allowed inside the stand storage.

SUSPENSION WIRES/RIGGING

The venue is responsible for the safety of all rigging and its connection to the building structure. To order rigging, please [submit the rigging form](#) before **05 July 2024** and EA Exhibitions will send you a personalised quotation.



EAIE
2024

Toulouse
17-20 SEPTEMBER

Have any questions? Send us an email to exhibition@eaie.org. We look forward to seeing you in Toulouse.

