

**Exhibitor**

**Service Manual**

Welcome to the HIMSS AsiaPac16 Exhibitor's Service Manual. Within these pages you will find all the information you require for a smooth lead up to the event and to create a successful onsite presence.

There is information on exhibition hours, the rules & regulations governing your participation, freight and shipping information, along with many other elements to assist you with the planning for this event.

Please be aware that elements of this manual may change. Therefore please refer back to the online manual continually to ensure that you are fully up to date with the latest information concerning your participation at Asiapac16.

It is every exhibitor's responsibility to read through this manual thoroughly and contact HIMSS if you should have any doubts at all.

Thank you.



HIMSS  
Kerry Lewis-Zovi

International Exhibits Manager

## Conference and Exhibition Management Team



|  |  |
| --- | --- |
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# Exhibitor Deadline Checklist

|  |  |  |
| --- | --- | --- |
| Date Due | **To Do** | **Done**  **🗸** |
| Immediately | Sponsor profile material due to be included on the website ad in onsite guide |  |
| 1 July 2016 | Industry Speaking Session title, abstract, and speaker information due to be submitted to [Jyeow@himss.org](mailto:Jyeow@himss.org) to be included in onsite guide.  *(Applicable only to sponsors of speaking session)* |  |
| 1 July 2016 | Advertisement Artwork due to be included in onsite guide |  |
| 8 July 2016 | All Electrical order forms due to avail of discounted rate |  |
| 22 July 2016 | Sponsorship released if 100% of sponsorship balance is not paid |  |
| 21 July 2016  28 July 2016  28 July 2016 | SEA FREIGHT  All documentation to be with Agility  Deadline for shipping of goods through Agility Fairs and Events to have arrived at either Bangkok Port.  AIRFREIGHT  Deadline for all freight to have arrived at Bangkok Airport |  |
| 21 July 2016 | All Exhibits services order forms due to avail of discounted rate |  |
| 1 August 2016 | Don't forget to register your Exhibitor and Client Badges! |  |
| 5 August 2016 | Booth drawings due to HIMSS at [klewis@himss.org](mailto:klewis@himss.org) for approval |  |
| 19 August 2016 | Deadline for all materials to be included in the delegate bags to have been delivered |  |
| 23 August 2016 | HIMSS AsiaPac16 move-in begins from:  The full load-in schedule details are outlined on pages 5 & 14. |  |
| 24 – 25 August 2016 | HIMSS AsiaPac16 – OPEN |  |

Exhibition Schedule

### Exhibit Hall Hours:

|  |  |
| --- | --- |
| Wednesday, 24 August 2016 | 09:20 - 09:40 Ministerial Tour (By Invitation and All Exhibitors)  10:30 - 17:30 SHOW FLOOR OPEN |
| Thursday, 25 August 2016 | 09:45 - 16:30 |

### Exhibitor Registration Hours

|  |  |
| --- | --- |
|  |  |
| Tuesday, 23 August 2016 | 13:00 – 17:00 |
| Wednesday, 24 August 2016 | 08:00 – 17:00 |
| Thursday, 25 August 2016 | 08:30 – 15:00 |

### Exhibitor Move-In Schedule:

|  |  |
| --- | --- |
| Tuesday, 23 August 2016 | **07:30 – 09:00**: Access commences to loading bay for main stand contractor and 36sq.m or larger space only free builds  **09:00 – 23:59**: Access commences to loading bay for all other space only free builds and 18sq.m or larger shell scheme builds of significant design  **14:00 – 23:59**: Access for all shell scheme stands to commence build |
| Wednesday, 24 August 2016 | 24:01 - 07:00 Final Preparations ONLY - NO STAND BUILD |

\*All booths must be set by 07:00 on 24 August 2016

### Exhibitor Move-Out Schedule:

|  |  |
| --- | --- |
| Thursday, 25 August 2016 | 17:00 – 18:00 Hand held items ONLY may be removed from stands  18:00 - 24:00 Full breakdown will commence |
| Friday, 26 August 2016 | 24:01 – 06:00 Breakdown must be complete |

No packing of equipment or dismantling of exhibits is permitted until the CONFERENCE closes at 18:00 on Thursday, 25 August 2016.

Contractors will only be granted access the exhibition hall after 18:00 to dismantle the stands.

FAQs

**Q. What are the show dates for the HIMSS AsiaPac16 in Bangkok?**

**A.**

23 August Cyber Security Symposium

24 – 25 August Conference and Exhibition

26 August Healthcare Financing Workshop & Hospital Tours

**Q. What are the move-in dates and times?**

**A.**

**Raw Space Exhibitors**

Tuesday, 23 August 09:00 – 12:00

**Shell Scheme Exhibitors**

Tuesday, 23 August 14:00 – 24:00

*\*All booths must be set by 07:00 on 24 August 2016*

**Q. What are the move-out dates and times?**

**A.**

Thursday, 25 August 18:00 – 24:00

Friday, 26 August 24:01 - 06:00

**Handheld items only** may be removed from stands from 16:30 – 18:00 on Thursday, 25 August.

No major, or noisy packing of equipment or dismantling of exhibits is permitted until the exhibition closes at 18:00 on Thursday, 25 August.

**Q. What are the exhibition hours?**

|  |  |
| --- | --- |
| **A.** |  |
| Wednesday, 24 August 2016 | 09:20 - 09:40 Ministerial Tour (By Invitation and All Exhibitors)  10:30 - 17:30 SHOW FLOOR OPEN |
| Thursday, 25 August 2016 | 09:45 - 16:30 |

**Q. When does exhibitor badge registration open online?**

**A.** Please check with the website to ensure you do not miss the online registration going LIVE

**Q. What are the critical deadlines I need to be aware of?**

**A.**

Friday, 1 July Conference Guide Information Due

Friday, 22 July Sponsorship or Exhibition fees Balance Due

Monday, 1 August Register your staff and clients NOW

Friday, 5 August Booth drawing due for approval

**Q. What kind of attendees will be at this conference?**

**A.** Presenting and attending will be healthcare professionals, who have the buying power for their organizations- providers, payers, suppliers, policy-makers, and government officials. There will also be clinicians, directors, administrators, informatics professionals, and academicians.

**Q. How much will it cost for me to exhibit?**

**A. Exhibit booths are sold in increments of 3m x 3m or 9 square meters. Fees for each 3m x 3m booth are as follows:**

**Space Only**

USD 5,000 Early bird rate (ends 31 March)

USD 6,000 Regular rate (From 1 April)

*\* Additional USD600 per every corner side of booth*

**Shell Scheme**

USD 6,000 Early bird rate (ends 31 March)

USD 7,000 Regular rate (From 1 April)

*\* Additional USD600 per every corner side of booth*

**Q. What comes with my booth?**

**A.**

**Each 3m x 3m Space Only package comes with the following items:**

* Four complimentary badges
* Dedicated exhibition hall hours
* Product or company description in the Onsite Conference Guide
* Exhibitor Listing on the event Website

**Each 3m x 3m Shell scheme package comes with the following items:**

* Four complimentary badges
* Dedicated exhibition hall hours
* Product or company description in the Onsite Conference Guide
* Exhibitor Listing on the event Website
* First chance to reserve booth space for the HIMSS AsiaPac 2017 Conference & Exhibition
* Standard Carpet
* Octanorm Systems Wall Panel (White)
* Fascia Company name and booth number
* 1 no. Reception Counter
* 2 nos. High Stools
* 1 no. Waste Basket
* 1 no. 5amp power point
* 2 nos. fluorescent lights

**Q. What is the expected attendance for HIMSS AsiaPac16?**

**A.** We anticipate a strong participation of 1700 total attendance in 2016.

**Q. How do I submit payment?**

**A.**

Wire Transfer - Please direct wire transfers to HIMSS:

For credit to: HIMSS, Account no. 32286301, and sort code 609242  
JP Morgan Chase Bank, N.A., Singapore (SWIFT Code: CHASSGSG)

Address: 166 Robinson Rd, Capital Tower, Singapore 068912

Favoring Healthcare Information Management and Systems Society

Beneficiary Account No.: 0111942846

Reference: HIMSS AsiaPac16 and Company name

Credit Card - Please fax your invoice to Attn: Finance at +1-312-915-9209 and include the following information: name on credit card, credit card number, expiration date, amount authorized to charge, and signature of card holder.

**Q. How can I see where my booth is located on the exhibit floor?**

**A.** You will be able to view the exhibition floorplan via the website shortly.

**Q. Where can I locate marketing opportunities?**

**A.** To increase attendance and help your company gain more exposure at conference, the conference organizers offer several marketing opportunities for exhibitors. These include direct mail, print advertising, cross-marketing and a public relations campaign.

In addition to these, your company will be included in conference materials including the Onsite Guide and the conference web site for a complete list, contact your sales representative:

Gabriel Sim, +65-9299-0802, [gsim@himss.org](mailto:gsim@himss.org)

**Q. What if my company wants to hold an event in conjunction with HIMSS AsiaPac16?**

**A.** If you wish to hold an event **in conjunction with HIMSS AsiaPac16**, please contact Kerry Lewis-Zovi at [klewis@himss.org](mailto:klewis@himss.org)

**Q: How do I become a corporate member?**

**A.** For information on becoming a corporate member, please contact:

Gabriel Sim, +65-9299-0802, [gsim@himss.org](mailto:gsim@himss.org)

**Q. How is the weather in Bangkok?**

**A.** In August the average temperature is around 30 degrees C (85 degrees F) during the day and 24 degrees C (75 degrees F) at night.

**Q. What is the closest airport to the QSNCC?**

**A.** Suvarnabhumi International Airport is a 45 minute drive from QSNCC, from which there are many international flights daily.

**Q. Do I need a visa to enter Bangkok?**

**A.** Please read through the information via the link below to see if you require a VISA to enter Thailand: <http://www.mfa.go.th/main/en/services/4908/15405-General-information.html>

If you are in any doubt then, it is always best to consult your local consular office for the latest information with regards to coming into Thailand.

HIMSS can only provide a Letter of Invitation and proof of conference registration. We are not able to apply for a visa on your behalf.

**Q. What kind of currency do I use?**

**A.** The currency in Thailand is the Baht (THB).

US$1 converts to approximately THB 35.5

**Q. What is the attire for the conference?**

**A.** Business

**Marketing Toolkit**

This Exhibitor Marketing Toolkit will provide tools and materials to assist you in promoting your conference participation and marketing your organization to current and potential customers.

At HIMSS Asia Pacific, we realize the overwhelming value of partnerships. This resource page is designed to help supply you with all the materials, text and logos you need to market HIMSS AsiaPac16 to your audience.

Please click on the link below to gain access to the online marketing toolkit:

[**https://www.eiseverywhere.com/ehome/138273/353879/**](https://www.eiseverywhere.com/ehome/138273/353879/)

**Exhibitor Registration**

Online badge registration will remain open till the 19 August. Pre-registered badges can be picked up onsite beginning on Tuesday, 23 August.  **Badges will not be mailed in advance.**

**Exhibitor Badge Registration Hours:**

|  |  |
| --- | --- |
|  |  |
| Tuesday, 23 August 2016 | 13:00 – 17:00 |
| Wednesday, 24 August 2016 | 08:00 – 17:00 |
| Thursday, 25 August 2016 | 08:30 – 15:00 |

Your Complimentary Badge gives you access as follows:

* Allow access into Exhibit Hall during move-in/move-out
* Allow access into Exhibit Hall one hour prior to show opening and one hour after show closes
* Allow access into all education sessions
* One tote bag per company
* Exhibitor badges are issued to company booth personnel and are designated for those individuals that are representing your company on the exhibit floor
* Four (4) complimentary exhibitor badges are allotted per 3m x 3m of exhibit space rented
  + OR as per your specific sponsorship package
* Badges will only be printed with the company name listed on the exhibit application
* Each company may purchase additional exhibitor hall badge for their staff only for USD200
* Additional full conference badges for your clients may be purchased for an additional USD350.
  + Please note: These are only applicable for hospital healthcare providers or government agencies. Not applicable to vendors/solution providers/consultants.
* Please note that badge swapping is strictly prohibited

**Lost Badges**

* Lost badges may be duplicated for USD50 per replacement badge.
* Only one duplicate badge will be made per registrant.

**Exhibition Technical Services**

**Official Services Contractor**

HIMSS have appointed Kingsmen Exhibits as the official service contractor for HIMSS AsiaPac16. Please make contact with them for any additional element that you require in order to complete your exhibition space.

**Kingsmen Exhibits Ltd**

**Contact: Benjapa** Siripitpichate, Senior Manager

Email: [benjapa@kingsmen-cmti.com](mailto:benjapa@kingsmen-cmti.com)

Tel: +66 (0) 2735 8000 ext. 354

Fax: +66 (0) 2735 8484

[www.kingsmen-cmti.com](http://www.kingsmen-cmti.com)

* **Shell Scheme Booth Visual**
* **Stand Construction Form**
* **Electrical Services Form**
* **Furniture Services Form**
  + **Click** [HERE](file:///F:\IRIS\HIMSS\HIMSS%20ASIAPAC16\CHECK%20IN\Exhibitor%20Service%20Manual\RAW_20160329\HIMSS%20Asia%20Pac%202016%20-%20ExManual%20English_rev.%2026%20Mar%2016.pdf) **for the order forms relating to all of the above services**
* **Audio Visual Equipment Form – Click** [HERE](file:///F:\IRIS\HIMSS\HIMSS%20ASIAPAC16\CHECK%20IN\Exhibitor%20Service%20Manual\Main%20Contractors\AV%20List.pdf)

**Queen Sirikit National Convention Centre**

**If you require any of the additional services provided by the venue, as listed below, please click** [HERE](file:///F:\IRIS\HIMSS\HIMSS%20ASIAPAC16\CHECK%20IN\Exhibitor%20Service%20Manual\RAW_20160329\Venue%20Order%20Form.xls) **to download and complete the applicable form(s) and return them to the email contact in order to complete your request:**

* Cleaning
* Catering
* Security
* Floral
* Internet & Telecommunications
* Rigging

Shell Scheme Booth Visual

9sqm shell scheme booth – *Items listed in entitlement are non-exchangeable*



**Logistics**

**Official Freight Forwarder**

**Agility Fairs & Events**

**Contact: Mr Jakrawut Wichitpornchai**

**Email:** [jwichitpornchai@agility.com](mailto:jwichitpornchai@agility.com)

Tel: +66 (0)2326 3456 ext. 2331

Fax: +66 (0) 2360 8634

[www.agility.com](http://www.agility.com)

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**For details regarding all shipping and freight information, please click on the following link to read through their full freight service manual:** [Agility Manual](file:///F:\IRIS\HIMSS\HIMSS%20ASIAPAC16\CHECK%20IN\Exhibitor%20Service%20Manual\Freight\HIMSS%20AsiaPac%202016%20-%20Freight%20Info.pdf)

**On-site Storage**  
No storage space will be provided on-site, direct arrangement should be made with the Official Freight Forwarder; exhibitors are not to store such items within the exhibition halls. The organizer reserves the right to remove/dispose of any carton, cases and/or packing materials left in the exhibition halls. Any cost incurred will be borne by the exhibitor.

**Vehicle Entry Permit**  
Please note that if you, your supplier or contractor needs to access to the unloading/loading bay at the QSNCC, it is mandatory to make contact with Agility in the first instance so they can arrange a time slot for you. Vehicles arriving without pre-arranging their load in time cannot be guaranteed immediate access to the venue.

For the build-up day, Tuesday, 23 August 2016 there will be strictly adhered to time slots for all deliveries. Please contact Agility to request your time slot and permit, which MUST be displayed in the delivery vehicle in order to gain access.

**07:30 – 09:00**: Access commences to loading bay for main stand contractor and 36sq.m or larger space only free builds

**09:00 – 23:59**: Access commences to loading bay for all other space only free builds and 18sq.m or larger shell scheme builds of significant design

**14:00 – 23:59**: Access for all shell scheme stands to commence build

**General Rules and Regulations**

HIMSS AsiaPac16 is committed to the success of all exhibiting companies. Our intent is to have a professional and balanced marketplace during exhibition. **Therefore, all exhibitors are expected to adhere to all rules and regulations stated in this service manual and on the back of your exhibit space contract.** Objectionable activity will be reviewed by HIMSS Asia Pacific management and may be ceased or changed at any time during the course of the exhibition.

**Building Regulations**

No nails or screws shall be driven or holes drilled in the floors, walls, doors, pillars or other parts of the structure of the exhibition halls or any part of the building.

**Demonstrations & Marketing Activities**

Exhibitor demonstrations and all marketing/promotional activities must be conducted within the confines of your booth space. Demonstrations should not obstruct the aisles nor prevent access to nearby booths. **Any activity that results in the obstruction of aisles, or prevents ready access to nearby exhibitors’ booths, or produces sound levels that exceed 75 decibels, will result in the item being removed completely, or the sound being turned off completely after the first warning**. If you intend to conduct any activity that will attract large numbers of attendees, you must purchase enough booth space and orient your booth structures so that the crowd can be accommodated within your booth space. Distribution of pamphlets, brochures, etc. must take place within your booth space only. Orders may be taken during the normal activity on the exhibit floor but retail sales are **not** permitted.

**Direct Selling**

**Exhibitors are required to remain in their own booth space during exhibit hours.** Solicitation outside your booth in any way is strictly prohibited. Orders may be taken during the normal activity on the exhibit floor in your purchased booth space, but retail sales are **not** permitted.

**Subletting**

Exhibitors may not assign, sublet, or share their exhibit space with another business or firm unless approval has been obtained in writing from HIMSS. Exhibitors must show goods or services manufactured or dealt in by them in the regular course of business. Should an article of a non-exhibiting firm be required for operation or demonstration in an exhibitor’s display, identification of such article shall be limited to the usual and regular nameplates, imprint, or trademark under which same is sold in the general course of business.

**Sound/Noise**

The use of megaphones, loudspeakers, or public address systems by exhibitors is prohibited. **The decibel level of sound emitting from your booth must not exceed 75 at the edge of the stand.** Speakers must face into the exhibit booth itself and not into the aisles or into neighboring exhibits. Live music is prohibited in the exhibit hall. **The HIMSS AsiaPac16 reserves the right to determine at what point sound constitutes interference with other exhibitors and it must be discontinued.**

**Move-out/Dismantling**

No move-out or dismantling is permitted before 18:00 on Thursday, 24 August.

Only handheld small items / non-noisy items may be removed between 16:30 – 18:00

**Unpaid Booth Balances**

Final booth payment is due no later than 22 July. On 23 July unpaid booth spaces will be released. Any company with an unpaid balance will not be given access to their stand until the balance is paid in full. If your badges are denied due to your failure to pay the balance on your booth, HIMSS cannot be held responsible.

**Children**

No persons under the age of 18 are allowed on show floor at any time.

**Smoking**

Smoking is not permitted by HIMSS Asia Pacific in the QSNCC or Meeting Rooms during set-up, show days or tear down.

Booth rules and Regulations

**Inline or Corner Booths**

An Inline Booth is one or more standard (3m x 3m) units in a straight line.

Height: The maximum height of exhibit walls, fixtures and components must not exceed 2.5m (8’0”).

**Perimeter Booths**

A Perimeter Booth is an inline booth with one or more (3m x 3m) booths that are along an exterior wall of the exhibit hall. Height: The maximum height of any feature within the booth may not exceed a height of 2.5m (8’0).

**Peninsula Booths**

A Peninsula booth is an exhibit at least 18.0 sq. m (3.0 m x 6.0 m) having aisles on three sides with one or more display levels.

Height: The maximum height of the back wall facing the neighboring stand can be 3.5m (11’0”). Exhibit materials, components and identification signs (other than the back wall) will be permitted to a maximum height of 3.5m (11’0”).

Depth: According to international custom, peninsula stands must be built as openly as possible on three sides. Except for the back wall, no other solid walls are allowed at the external boundaries of the stand.

**All Peninsula booth drawings must be approved by HIMSS and the QSNCC. Please submit your technical drawings by 5 August**. Please be informed that your stand contractor shall not be permitted to build your stand if your booth drawings were not submitted and approved.

Please send an overhead and an elevated side view with measurements to Kerry Lewis-Zovi at [klewis@himss.org](mailto:klewis@himss.org)

**Island Booths**

An Island booth is an exhibit at least 36.0 sq. m (6.0 m x 6.0m) having aisles on all four sides with one or more display levels.

Height: Exhibit materials, components and identification signs will be permitted to a maximum height of

5.1m (16’0”) provided written approval is received from HIMSS.

Depth: According to international custom, island stands must be built as openly as possible on four sides. No full solid walls (no more than 50% of each side) are allowed at the external boundaries of the stand. Because an island booth is separated by the width of an aisle from all neighboring exhibits, full use of the floor plan is permitted.

**All Island booth plans must be approved by HIMSS and the QSNCC. Please submit your technical drawings by 5 August**. Please be informed that your stand contractor shall not be permitted to build your stand if your booth drawings were not submitted and approved.

Please send an overhead and an elevated side view with measurements to Kerry Lewis-Zovi at [klewis@himss.org](mailto:klewis@himss.org)

**Multilevel and Covered Booths**

Subject to fire safety approval based on technical drawing as well as sprinkler plan, **all plans must be approved by HIMSS and the QSNCC. Please submit your technical drawings by 5 August**.

Please send full technical and structural drawings, including overhead and elevated side views with complete measurements to Kerry Lewis-Zovi at [klewis@himss.org](mailto:klewis@himss.org)

**Hanging Signs**

You must submit all hanging signs plan with measurements to Kerry Lewis-Zovi by **5 August** for approval from HIMSS and QSNCC. HIMSS will submit your hanging signs plan to the venue for approval.

Height: Hanging identification signs will be permitted to a maximum height of 3.5m (11’0’’) for peninsula and 5.1m (16’0’’) island booths only. The measurement of the height limitation is based on the distance from the top of the sign to the ground.

NOTE: Standard or perimeter booths may not hang signs over their booth at HIMSS AsiaPac16 Digital Healthcare Week Exhibition.

**Carpeting and Secondary Flooring**

The floor at the QSNCC is standard concrete flooring