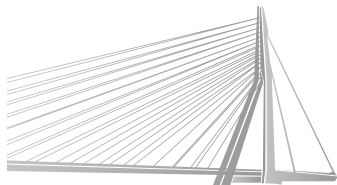


12<sup>th</sup>  
IEA

# HEAT PUMP CONFERENCE

15<sup>TH</sup> – 18<sup>TH</sup> MAY, 2017 | ROTTERDAM



## 12<sup>th</sup> INTERNATIONAL ENERGY AGENCY HEAT PUMP CONFERENCE 2017

15<sup>th</sup> – 18<sup>th</sup> May, 2017, Rotterdam, the Netherlands



# Rethink Energy, Act NOW!

Invitation to Industry  
Sponsorship Support and Exhibition Prospectus

1

[www.hpc2017.org](http://www.hpc2017.org)  
Sponsorship Support and Exhibition Prospectus





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## INVITATION

Welcome,

The IEA Heat Pump Programme operates under the International Energy Agency, as a non-profit organisation where member-country participants cooperate in projects in the field of heat pumps and related heat pumping technologies such as air conditioning and refrigeration. Under the management of an Executive Committee representing the member countries, the Programme carries out a strategy to accelerate heat pump use in all applications where they can reduce energy consumption for the benefit of the environment.

This event is the world's premier event where industry and research experts go to discuss the latest advancements in the field of heat pumps. Focused primarily on technical applications, the event provides a wide opportunity for dialogue and the establishment of business and research partnerships.

The IEA Heat Pump Conference is also a key event for policymakers, executives and representatives from industry, utilities and the public sector, R&D managers and technology supporters, energy managers, planners, consultants, etc. This is the place to be for all those who wish to learn about the market trends and the future applications of heat pumps.

This conference is the perfect forum to learn from and communicate with industry and research experts from all over the world. More than 200 addresses, keynote presentations and papers were presented at the 2011 International Heat Pump Conference (Tokyo, Japan) with participants from 26 countries. As Chairman of the National Organizing Committee (NOC), it is my pleasure to extend an invitation to showcase your technologies and products as a sponsor or as an exhibitor.

The Rotterdam conference will be the 12th in a series of triennial conferences. Previous conferences were held in, Graz, Austria (1984), Orlando, Florida, USA (1987), Tokyo, Japan (1990), Maastricht, the Netherlands (1993), Toronto, Canada (1996), Berlin, Germany (1999), Beijing, China (2002), Las Vegas, USA (2005) and Zurich, Switzerland (2008) and Tokyo, Japan (2011), Montreal, Canada in (2014) .

I look forward to your participation in this important event and to personally welcoming you in Rotterdam in 2017.

Onno Kleefkens  
Chairman  
National Organizing Committee





## HEAT PUMP CONFERENCE 2017 DETAILS

### HEAT PUMP CONFERENCE 2017 ADMINISTRATION

In association with the Executive Committee of the IEA Heat Pumping Technologies, the conference is organized by the International Organizing Committee (IOC) and the National Organizing Committee (NOC).

#### IOC

- Per Jonasson Chairman IOC, Sweden
- Sophie Hosatte Vice-Chair IOC, Canada
- Hiroshi Okumura Vice Chair IOC, Japan

#### NOC

- Onno Kleefkens Chairman NOC, The Netherlands
- Raymond Beuken Vice Chair NOC, The Netherlands

### Why Should You Participate?

- Demonstrate your company's leadership in the field of heat pumping technologies
- Reach key opinion leaders, academic, industry researchers and consultants
- Raise your company's visibility in the field
- Exhibit and distribute your marketing and promotional materials

### Heat Pump Conference 2017 Objectives

Heat Pump Conference 2017 will bring together leading scientists, experts, policy-makers to translate recent momentous scientific advances into action that will address means to heat pumps, within the current context of significant global economic challenges.

Heat Pump 2017 will have a positive impact on the energy systems and infrastructure globally with the following objectives;

- To bring together the world's scientific experts to catalyze and advance scientific knowledge about heat pumps, present the most recent research findings, and promote and enhance scientific collaborations around the world.
- To bring together community leaders, scientists, and policy leaders to promote and enhance programmatic collaborations to more effectively address regional, national and local responses to heat pumps around the world.
- To engage key, new and non-traditional stakeholders throughout the world in the development of and participation throughout the Heat Pump Conference 2017 program.

## CONGRESS DETAILS

<b>CONGRESS DATE</b>	15 <sup>th</sup> – 18 <sup>th</sup> of May 2017
<b>CITY / COUNTRY</b>	Rotterdam, The Netherlands
<b>VENUE</b>	World Trade Centre in Rotterdam
<b>PARTICIPANTS</b>	Between 400 and 500 delegates
<b>CONGRESS ORGANIZER</b>	Congress by design Kloosterweg 6C 3481 XC Harmelen The Netherlands Tel: +31 (0)88 089 81 01 Email: <a href="mailto:heatpump@congressbydesign.com">heatpump@congressbydesign.com</a> Website: <a href="http://www.hpc2017.org">www.hpc2017.org</a>
<b>EXHIBITION / SUPPORT</b>	Sponsorship and Exhibition Sales Tel: +31 (0)88 089 81 01 Email: <a href="mailto:heatpump@congressbydesign.com">heatpump@congressbydesign.com</a>
<b>TECHNICAL AND EXHIBITION DEPARTMENT</b>	Technical / Exhibition Manager Tel: +31 (0)88 089 81 01 Email: <a href="mailto:heatpump@congressbydesign.com">heatpump@congressbydesign.com</a>



## PRELIMINARY PROGRAMME

The concept for the 12th IEA Heat Pump Conference starts on Monday with a series of Workshops and will, after the main plenary opening session on Tuesday consist of three main bodies running in the parallel tracks:

- Residential heat pumps, focusing on topics: Near Energy Zero Buildings, Renovation for the existing Building Stock, Hybrid Heat Pumps, Domestic Hot Water Heat Pumps, Multi Family Buildings.
- Non-residential heat pumps, focusing on Industrial Heat Pumps, Waste Heat Recovery, Commercial Buildings, District Heating, Greenhouses, etc.
- Innovation and R&D, focusing on various technological aspects, ranging from Ground sources to Advanced storage systems; Working fluids; Combination with other renewable technologies; Sorption technologies; Non vapour Compression; Smart grids/energy; Cold climate heat pumps; Air Conditioning and Gas driven heat pumps.

The 12th IEA Heat Pump Conference will have invited speakers, speakers from the key stake holders in the market, as well as speakers in a call for papers, where researchers are encouraged to give their opinion and show their latest developments. These papers will be in line as much as possible with the trends and topics of the conference theme, 'Rethink Energy Act NOW!' There will be both oral and poster presentations.

The 12th IEA Heat Pump Conference will have a market and policy oriented content more than the former Conferences, without losing its traditional focus and contents giving a platform for Innovation and R&D which is and will stay of great importance.

Before and after the Conference there will be special events. Sponsors will be offered special side events and rooms to have meetings.

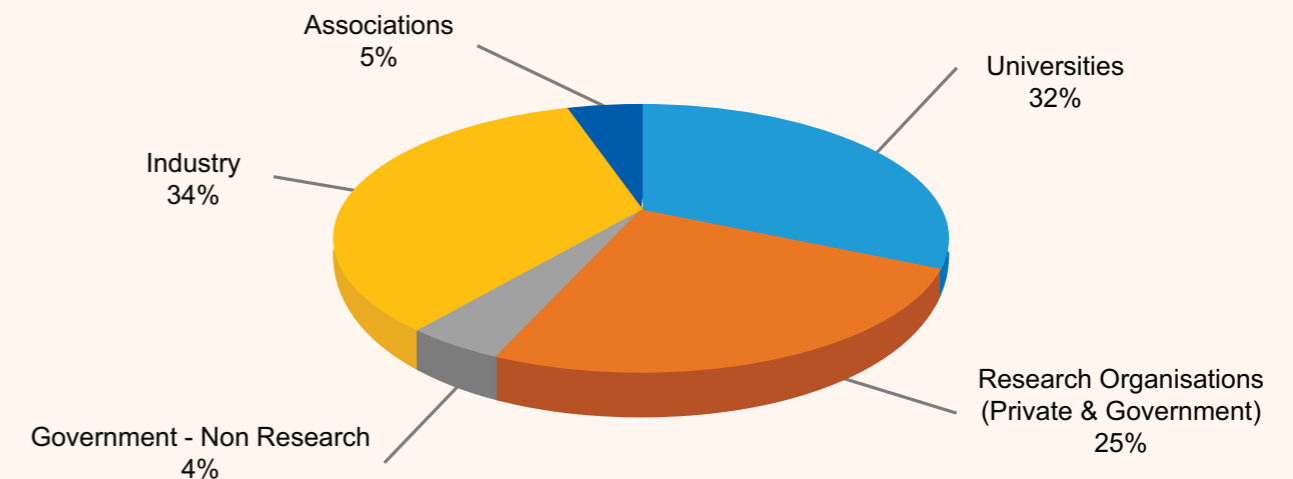
The plenary opening session will be an eye catcher with proposed high level speakers from IEA, IRENA, EHPA, Rotterdam Climate Initiative and Energy Delta Institute. The opening by the mayor of Rotterdam and the Dutch Minister of Economic Affairs.

## PARTICIPANT DEMOGRAPHICS

### TARGET GROUP

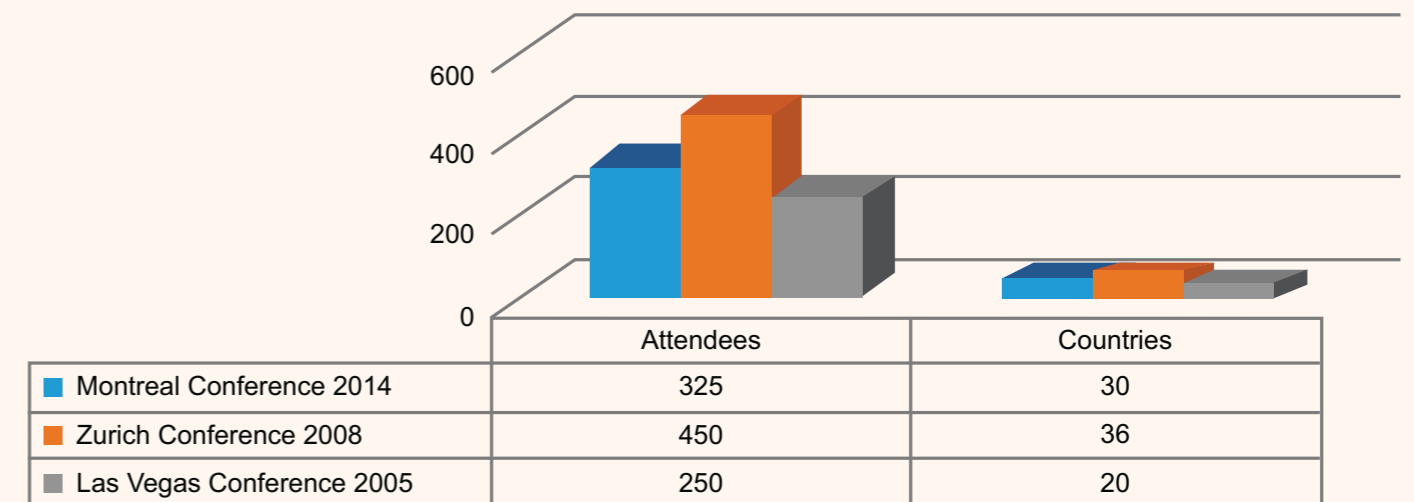
The target audience of the IEA Agreement on Heat Pumping Technologies is broad. The actual participation of the Montréal conference to the target audience, below graphic provides insight in the profession of those that attended the conference.

IEA HPT MONTREAL CONFERENCE 2014  
PARTICIPANTS BY CATEGORY



The balance came from a mix of industry stakeholders: equipment manufacturers, distributors, engineers, large energy consumers in the building sector as well as representatives of heat pumps users from the manufacturing and industrial sector.

IEA HPT CONFERENCE



■ Montreal Conference 2014 ■ Zurich Conference 2008 ■ Las Vegas Conference 2005

In the past, congresses have experienced growth. Based on attendance patterns from previous congresses within Europe, we can expect an increase in attendance from the 2014 congress based on location and lessons learned in communication. For the 2017 conference in Rotterdam a minimum of 400 participants are expected to attend.

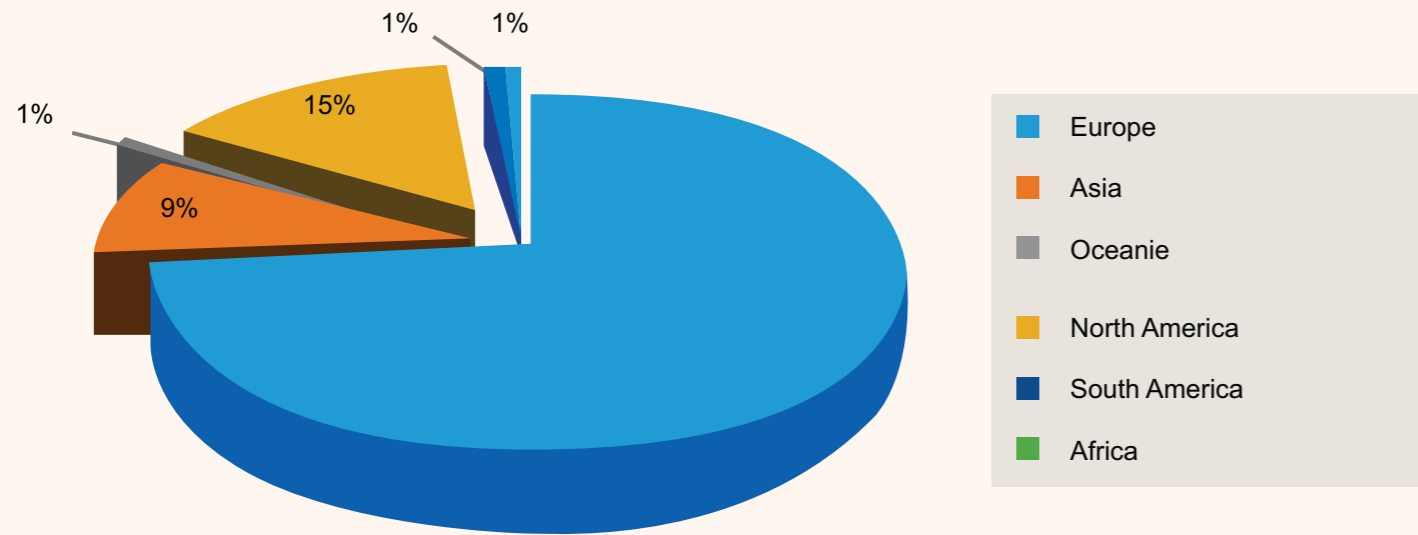




**PARTICIPANT DEMOGRAPHICS**

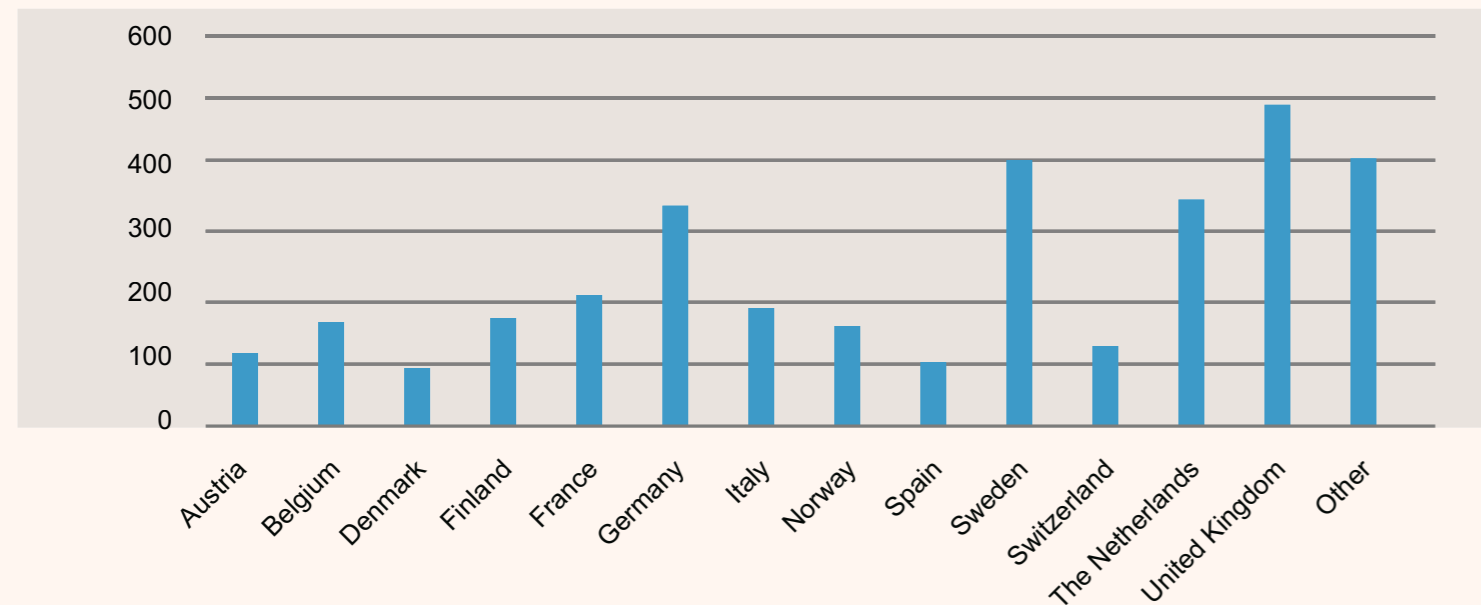
The mailing list for this edition consists of 4550 contacts, grouped by continent:

TOTAL CONTACT GROUP CONTINENT



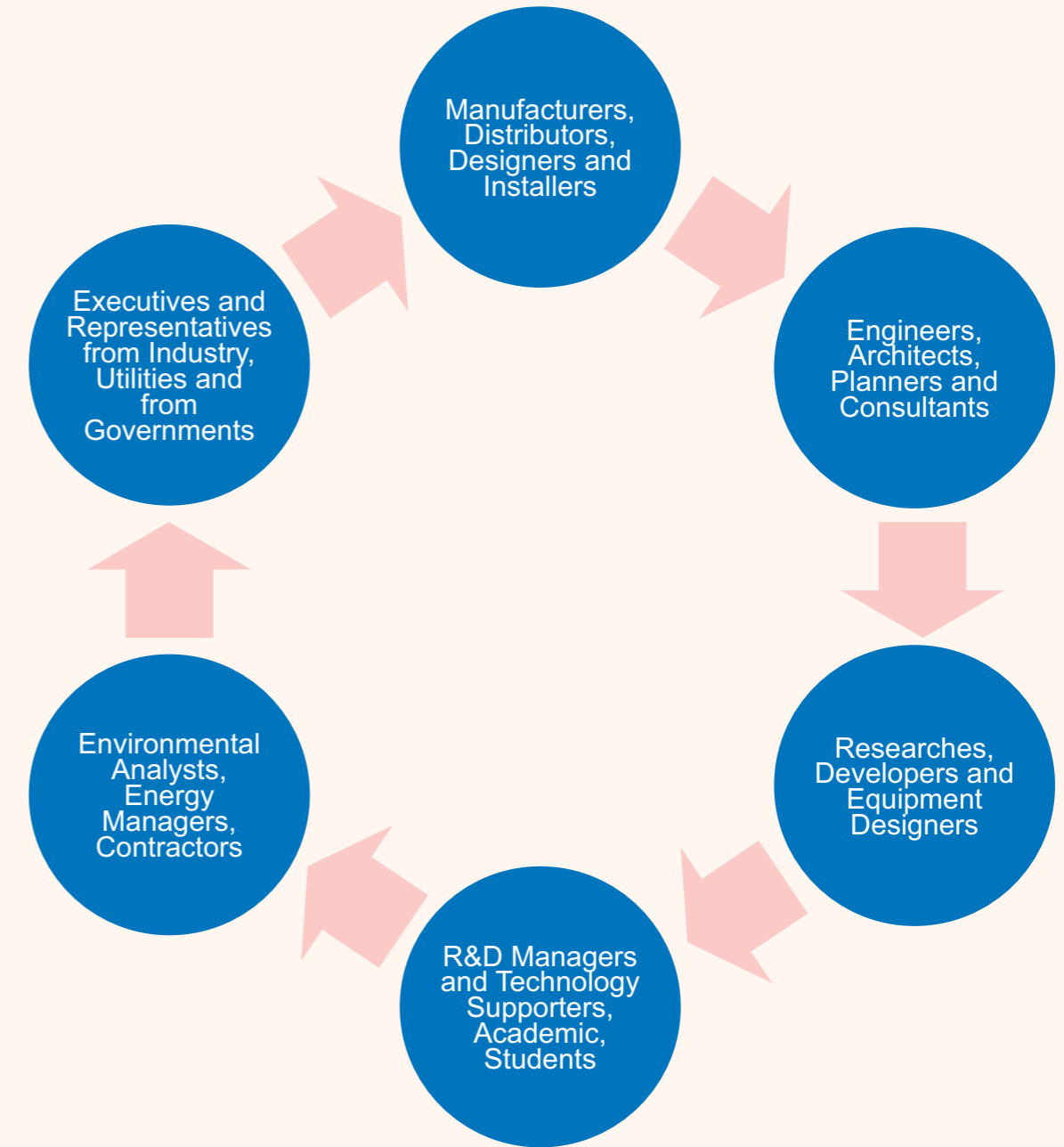
The 3341 European contacts are from the following countries:

EUROPEAN CONTACTS



**PARTICIPANT DEMOGRAPHICS**

TARGET AUDIENCE FOR HEAT PUMP 2017





## LOCATION AND VENUE

### CITY OF ROTTERDAM

Rotterdam, World Port World City. Its port is one of the largest on earth. A mediagenic metropolis with a constantly growing skyline full of modern architecture. Home to over 600,000 Rotterdam residents of over 170 different nationalities. Each one with his or her own story. Rotterdam is a young, dynamic, international city with a passionately beating heart. The city keeps reinventing itself at a rapid pace while continuously redefining and expanding its already impressive skyline.

### POPULATION

With over 600,000 residents, Rotterdam is the second largest city in the Netherlands.

Population of Rotterdam since January 2014 is 618.109 with ca. 170 different nationalities. The surface area (1/3 water) is 325,79 km<sup>2</sup>, and the number of visitors is 15.963.703 in 2012.

### CITY MAP



Distance from the nearest international airport  
– Accessibility & Transport

### ROTTERDAM / THE HAGUE AIRPORT

Rotterdam/The Hague Airport is a comfortable and easy regional airport, situated at approximately 10 km from the city center (15 minutes by taxi, 20 minutes by bus to the Central Station).

### AMSTERDAM SCHIPHOL AIRPORT

Amsterdam Schiphol International Airport, 72 km from Rotterdam and close to Amsterdam, is the most user friendly airport in the world and the 4th largest in Europe. Schiphol Airport has already repeatedly earned the accolade of being “the world’s favorite airport”. Schiphol transfers about 25 million passengers a year. Schiphol station has four direct train connections per hour to Rotterdam Central Station, which is situated in the middle of the city at walking distance of the proposed congress venue and the NH Atlanta Rotterdam Hotel. Transfer time from Schiphol to Rotterdam by train is about 45 minutes. The high-speed train from Schiphol to Rotterdam Central reduces transfer time to a mere 25 minutes.

### INTERNATIONAL CONNECTION

International direct trains to Belgium, France and Germany depart many times a day from Rotterdam Central Station. Antwerp takes less than 25 minutes, Brussels 1 hour and 10 minutes and Paris can be reached within 2 hours and 36 minutes. By ferry from the UK, Rotterdam is directly accessible via two connections: Harwich-Hook of Holland and Hull-Europoort or via Belgium and France.

## LOCATION AND VENUE

### PUBLIC TRANSPORT

The Rotterdam Public Transport system comprises a network of bus and tramway services as well as a modern, efficient metro (underground) network. Almost all lines pass by the Central Station. Inexpensive tickets covering transport within the Rotterdam area are provided and they are available for one or more days.

### CLIMATE

Due to its position on the North Sea, the Netherlands has a moderate sea climate with mild winters and cool summers. In most places, the coldest month on average is January and the warmest is July. The sunniest part of the Netherlands are the western part of Zeeland and the northwest of North Holland, including the island of Texel, with approximately 1600-1700 hours of sun. On average, there is approximately 790 mm of rainfall per year. The four seasons each have a distinct character.

### PASSPORT AND VISA

In many cases a valid passport is sufficient for travelling to the Netherlands. In some cases you will also need to apply for a visa. The local Dutch Embassy or consulate will be able to inform you with up to date information on this subject. Visas will be granted to all participants requiring them, providing that the general conditions governing entry are fulfilled. The applicants must be in possession of a travel document valid for an adequate period of time, sufficient means of support and adequate travel insurance. This insurance must cover any expenditure for repatriation on medical grounds or urgent medical care. The medical health insurance must be valid for the entire Schengen area and provide minimal coverage of € 30,000. - . The medical travel insurance must be valid for the entire duration of the applicant’s stay.

### TAXES INCLUDING VAT

Turnover tax (VAT) for businesses outside of the Netherlands

If your company is established in a country other than the Netherlands, but it does business in the Netherlands, you have to deal with the rules and regulations governing Dutch turnover tax (VAT). Different rules apply if your company has its registered office in the Netherlands.

### LIABILITY – LIABILITY AND INSURANCE

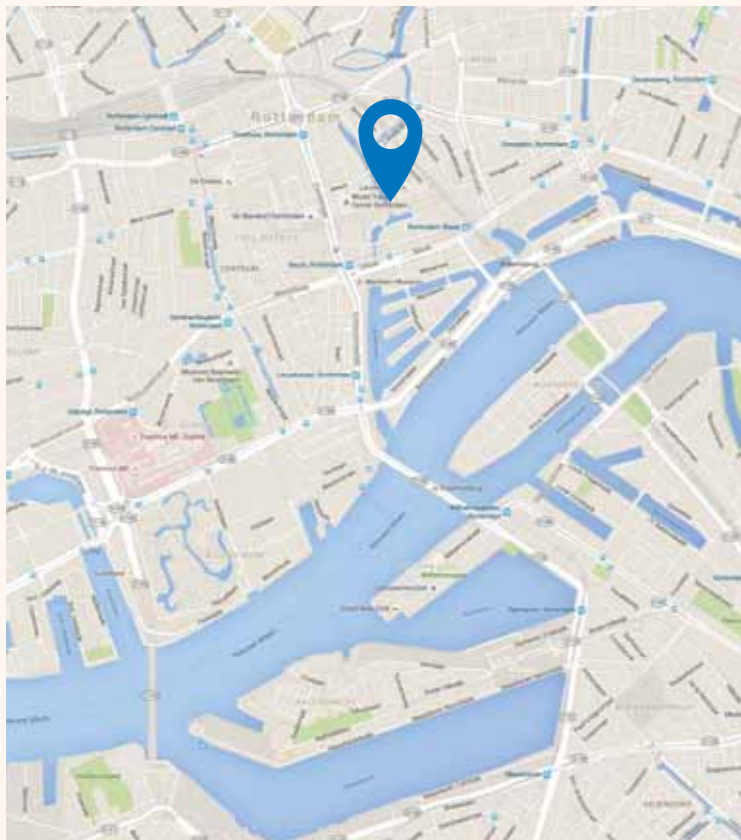
Liability insurance: In the Netherlands, you are legally liable if someone suffers damage through an accident caused by you. Personal liability insurance covers almost all damage for which you, your child or your pet might be held liable, regardless of how the incident in question occurred. Damage caused by motor vehicles is not covered by the AVP.

The Conference Secretariat and organizers cannot accept liability for personal accidents or loss of or damage to private property of participants, either during or indirectly arising from the Heat Pump 2017 Conference.



## THE CONGRESS VENUE

### LOCATION (MAP)



### GENERAL FEATURES

Located in the central heart of Rotterdam, this location offers a full-service concept. The 37 different rooms accommodating from 10 to 1000 people do not only vary in size but also in ambience and design. The venue is ideally for organizing your (scientific) conference, exhibition, meeting or event. With the green, elliptical office tower and the grand staircase at the entrance and catchers monument radiates naturally allure. Postillion Convention Centre WTC Rotterdam is located in the center of Rotterdam with excellent accessibility by train (only 26 minutes from Schiphol International Airport), metro and tram. The location and appearance offer unique exposure opportunities in and outside the building. With Postillion Convention Centre WTC Rotterdam, the possibilities are limitless.

### PERFECTLY MATCHED TO YOUR NEEDS

- 37 combinable rooms with private atmosphere for 10 to 1.000
- Appropriate space for congress, exhibition, training, conferences, meeting, party or other event
- Nearly all rooms and exhibition halls are located on the same floor
- Unique exposure opportunities inside and outside the building
- Central location, good accessibility by public transport and car
- Schiphol accessible via the Intercity directly within 26 minutes
- More than 1,700 hotel rooms, from budget to luxury, within 5 minute walk

## INDUSTRY SUPPORT

### INDUSTRY SUPPORT BENEFITS

Benefits will be allocated to industry supporters based on the following table:

BENEFITS	PLATINUM SUPPORTER € 25.000 (up to 5)	GOLD SUPPORTER €15.000 (up to 10)	SILVER SUPPORTER €10.000	GENERAL SUPPORTER €5.000
<b>BEFORE THE CONFERENCE</b>				
Visibility on all promotional materials	✓	✓	✓	✓
Inclusion and profile on website with logo and link	✓	✓	✓	✓
Recognition as a sponsor on conference promotional documents	✓	✓	✓	✓
<b>DURING THE CONFERENCE</b>				
Free passes to the conference	5	3	2	
Logo (company logo only, no product logos) in the conference programme	✓	✓	✓	✓
Logo on all promotional material	✓	✓	✓	✓
Recognition as sponsor via signage	✓	✓	✓	
Visibility in the official conference program	1 page	Half page	Quarter page	
Recognition as a sponsor via signage	✓	✓		
Booth in Exhibition Area (shell scheme or floor space only)	12 sqm	9 sqm	9 sqm	
Logo on delegate bag	✓			
Insert in congress bags	max 2 A4	max 1 A4	max 1 A4	
<b>AFTER THE CONFERENCE</b>				
Continued recognition on all follow up media, marketing and updates	✓	✓		
Visibility on the conference website for 6 months after the event	✓	✓		
Final list of participants, include only participants who agree to share information	✓			

Branded items will carry company logos only. No products logos or advertisements are permitted.



## ADDITIONAL SPONSORSHIP OPPORTUNITIES

### Award Dinner (Wednesday evening – May 17) (maximum 2 sponsors)

€ 10,000 (Excl VAT)

- ✓ 2 passes to the conference
- ✓ Recognition as a sponsor via signage at the dinner
- ✓ The opportunity for a representative to briefly welcome delegates at the dinner
- ✓ Recognition as a sponsor on conference documentation

### Welcome reception (Monday evening – May 15) (maximum 3 sponsors)

€ 7,500 (Excl VAT)

- ✓ 2 passes to the conference
- ✓ Recognition as a sponsor via signage at the reception
- ✓ The opportunity for a representative to briefly welcome delegates during the reception
- ✓ Recognition as a sponsor on conference documentation

### USB Key – Conference Proceedings (maximum 1 sponsor)

€ 7,500 (Excl VAT)

- ✓ 1 pass to the conference
- ✓ Logo on the USB Key remitted to all participants
- ✓ Recognition as a sponsor on conference documentation

### Lunches (maximum 3 sponsors)

€ 5,000 (Excl VAT)

- ✓ 1 pass to the conference
- ✓ Recognition as a sponsor via signage during the sponsored lunch
- ✓ Recognition as a sponsor on conference documentation

### Delegate Bag (maximum 2 sponsors)

€ 5,000 (Excl VAT)

- ✓ Logo on the delegate bag (alongside Platinum sponsors logos)
- ✓ Recognition as a sponsor on conference documentation

### Lanyards (maximum 1 sponsor)

€ 5,000 (Excl VAT)

- ✓ Your company logo appears on delegate lanyards - exclusive
- ✓ Recognition as a sponsor on conference documentation

### Branded Health Breaks (maximum 5 sponsors)

€ 3,000 (Excl VAT)

- ✓ Recognition as a sponsor via signage during the sponsored health break
- ✓ Recognition as a sponsor on conference documentation

### Poster boards

€ 5,000 (Excl VAT)

- ✓ Support will be recognized with signage at the entrance to the poster area with "Supported by..." and a company logo only
- ✓ Recognition as a sponsor on conference documentation

## ADDITIONAL SPONSORSHIP OPPORTUNITIES

### Mobile application

€ 6,500 (Excl VAT)

- ✓ Support will be recognized on the home screen with "Supported by..." and a company logo only
- Recognition as a sponsor on conference documentation

### Branded water stations

€ 3,000 (Excl VAT)

- ✓ Water stations will be scattered all around the venue (in compliance with CME accreditation criteria, branded water stations will not be placed in the educational meeting rooms).
- ✓ Recognition as a sponsor on conference documentation

### Promotional material

€ 3,000 (Excl VAT)

- ✓ Inclusion of promotional material, such as leaflets and brochures, in the participants' conference bags. Material should be provided by supporter and approved by the secretariat.
- ✓ Recognition as a sponsor on conference documentation

### Hospitality suites / meeting rooms

Price depending on the size of the room / upon request

- ✓ An opportunity to hire a room at the venue that will be used as a Hospitality Suite. The supporting company will be able to host and entertain its guests throughout the event. Companies will have the option to order catering at an additional cost. Hospitality provided will be in compliance with all relevant industry codes
- ✓ Opportunity to brand the hospitality suite
- ✓ Acknowledgement on directional signage outside suite
- ✓ Recognition as a sponsor on conference documentation

### Speaker support

€ 5,000 (Excl VAT)

- ✓ Companies may support registration fees, travel, lodging, etc. for individual faculty members will be disclosed to participants and the industry supporter must not attempt to influence
- ✓ Recognition as a sponsor on conference documentation

### SPECIAL REQUESTS

Please feel free to contact the conference secretariat to discuss your needs (Contact information provided in the "General Information" section).





## EXHIBITION

### WHY EXHIBIT AT Heat Pump Conference 2017?

1. As an exhibitor, you benefit from highly targeted branding. Participants are mainly decision makers from industry, research institutes and governments. This is a great opportunity for highly effective networking through extensive conversations.
2. The event is focused on market ready innovations and commercialization of new products and ideas. Expect to meet potential distributors and to connect with potential business partners. Executives, professionals from the industry and research experts from all over the world represent the vast majority of participants. You will potentially meet high-level individuals that are usually inaccessible or difficult to reach.
3. All conference social functions will be held in the trade show area. This includes opening cocktail, breakfast, health breaks and lunches. Poster papers are presented in half-day blocks and posted in the trade show area. (Poster sessions are extremely popular among participants). As an exhibitor, you will have plenty of opportunity to engage with participants on a number of occasions.
4. Typical participants gather to this event to network with their peers. Business match making allows international buyers, exhibitors, distributors, industrial and commercial partners around the world to explore targeted business opportunities.
5. Additional networking receptions and activities will be built into the trade show program to provide more opportunities for expanding professional business networks. Face-to-face meetings are essential in developing business relationships over the long term. As the conference takes place only every three years, don't miss this unique opportunity to develop your international network and develop your own knowledge.

#### As an exhibitor, you will:

- ✓ Interact with prospects directly
- ✓ Maximize the power of face-to-face meetings
- ✓ Have great opportunity for networking
- ✓ Showcase your brand, products and services to potential R&D and commercialization partners

#### As a conference participant, you will:

- ✓ Get a glimpse of the current state of the sector and intelligence on the practices of others
- ✓ Meet with core customers and colleagues as well as potentially their core customers and colleagues
- ✓ Get valuable insight of the concerns and issues affecting the industry

The Exhibition Floor Plan will be posted online shortly. All spaces will then be allocated based on the reservations received, on a first-come, first-served basis.

## EXHIBITION OPPORTUNITIES

### SPACE ONLY RENTAL (FREE BUILD) (minimum of 3 sqm)

The price for space only is **€350**, - per square meter.  
Floor space stands are ideal for those who wish to build their own stand. It includes power, carpet, 1 table and 2 chairs.

### SHELL SCHEME RENTAL

The price for shell scheme is **€500**, - per square meter.  
Shell scheme stands include wall (as shown in the picture), a fascia sign for your company name, light, power, carpet, 1 table and 2 chairs.

### ADDITIONAL BENEFITS:

When you exhibit your company will receive the following additional benefits:

- ✓ Listing as an exhibitor on the website prior to the Heat Pump 2017 Conference with link to the company website
- ✓ Listing and profile in the Industry Support and Exhibition section of the program.



\*\*Please note: space only / shell scheme rental does not include furniture, stand cleaning, storage, etc. All these services and others can be ordered via a webshop of the venue which will be available circulated 3 months.

### EXHIBITOR REGISTRATION

The above prices do not include the registration fee to the congress. Exhibition staff can either register for a full registration via the congress website, or purchase an exhibitor badge (no access to the sessions) at a price of €100, - per day, per badge (not transferrable to colleagues during the day).  
Booths of up to 60 sqm – 15 exhibitor registrations  
Booths larger than 60 sqm – 25 exhibitor registrations

### EXHIBITORS' TECHNICAL MANUAL

An Exhibitors' Technical Manual outlining all technical aspects of exhibiting will be circulated 3 months prior to the Conference.

It will include the following:

- ✓ Technical details about the venue
- ✓ Final exhibition details and information
- ✓ Contractor details
- ✓ Services available to exhibitors and order forms

### EXHIBITION TERMS & CONDITIONS

The Terms and Conditions of exhibiting are included in this prospectus. Please note that signing of the EXHIBITION BOOKING FORM AND CONTRACT indicates acceptance of these Terms and Conditions. The Exhibition Booking Form will be held as a valid liable contract, by which both parties will be bound.



## BOOKING FORM

Please print, complete all details and send to:

### HEAT PUMP CONFERENCE SECRETARIAT

Kloosterweg 6c  
3481 XC Harmelen  
The Netherlands  
Tel: + 31 (0)88 089 81 01  
E-mail: [heatpump@congressbydesign.com](mailto:heatpump@congressbydesign.com)

CONTACT NAME: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_

POST / ZIP CODE: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ WEBSITE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

VAT NUMBER: \_\_\_\_\_

I would like to book the following Supporter Items:

PROMOTIONAL OPPORTUNITIES		
ITEM	PRICE EUR	✓
	€	
<b>Total Amount (please complete)</b>		

EXHIBITION SPACE		
Space only €350 (price) per sqm / Shell Scheme €500 (price) per sqm	No. of Square Meters	Total Price
<b>Total Amount (please complete)</b>		

Special notes: Please indicate if your stand must be located adjacent to or opposite the following companies, or if special configuration is needed \_\_\_\_\_

- Provisional Booking – The item will be released if not confirmed within 14 days
- Please call me to discuss our support package
- Please send me a contract and first deposit invoice



## BOOKING FORM

### TERMS OF PAYMENT

60% upon receipt of agreement and first invoice

40% by 15 November 2016 (6 months before the Conference)

All payments must be received before the start date of the Heat Pump Conference. Should the Supporter fail to complete payments prior to the commencement of the Heat Pump Conference, the Organizer will be entitled to cancel the reservation while cancellation will be subject to cancellation fees as determined below.

Reservations made less than 6 months before the Conference will be subject to 100% payment upon reservations.

### PAYMENT METHODS

After receipt of the sponsorship you will receive an invoice, payable within 30 days after receipt. If the invoice has not been fully paid before the congress, you will not have access to the congress.

### CANCELLATION / MODIFICATION POLICY

Cancellation / modification of items must be made via e-mail to the Heat Pump 2017 secretariat: [heatpump@congressbydesign.com](mailto:heatpump@congressbydesign.com)

The organizers shall retain:

- ✓ 10% of the agreed package amount if the cancellation/ modification is made before 15 September 2016 (8 months before Conference), inclusive
- ✓ 50% of the agreed package amount if the cancellation/ modification is made between 15 September 2016 and 15 January 2017 (4-8 months before Conference), inclusive
- ✓ 100% of the agreed package amount if the cancellation/ modification is made after 15 January 2017 (4 months before Conference)

We accept the contract terms and conditions (listed in this Support and Exhibition Prospectus) and agree to abide by the Guidelines for Industry Participation for the Heat Pump Conference 2017.

I am authorised to sign this form on behalf of the applicant/Company.

Signature \_\_\_\_\_ Date DD / MM / YYYY





## TERMS & CONDITIONS

These terms are the contractual agreement between the Organizer and the (Exhibitor/s / Supporter/s).

### Application to Participate

Application to participate will be considered only if submitted on the appropriate forms, duly completed. Registration will be confirmed insofar as space is available. Applicants will be informed in writing of the acceptance or refusal of their application. In case of refusal, all payments shall be fully refunded. In case of acceptance Supporters/Exhibitor will be bound by the Terms and Conditions listed in the prospectus and/or contractual agreement.

### Obligations and Rights of the Exhibitor/Supporter

Registration implies full acceptance by the Exhibitors/Supporters of the exhibition / supporter regulations. Any infringement of these regulations may lead to immediate withdrawal of the right to participate in the Conference without compensation or refund of sums already paid, and without prejudice to the Exhibitor/Supporter.

By submitting an application to participate, the Exhibitor /Supporter make a final and irrevocable commitment to occupy the space /items allocated and to maintain his/her installation until the date and time fixed for closure of the event.

The Exhibitor/Supporter may only present on his/her stand or space the materials, products or services described in the application to participate.

No advertising on behalf of firms not exhibiting is permitted in any form whatsoever. Transfer or sub-letting of all or part of the allocated spaces is prohibited.

### Obligation and Rights of Organizer

The Organizer undertakes to allocate exhibition space/supporter items space as far as possible on the basis of the preference expressed by applicants. Application will be considered in order of receipt of application forms accompanied by payment.

The Organizer reserves the right, in case of absolute necessity, to modify the positioning of stands, with no obligation to provide compensation to Exhibitors/Supporters. The Organizer reserves the right to offer to a different firm any stand, space or supporter item that has not been occupied by the event of the opening of the Conference, with no obligation to provide compensation to the defaulting Exhibitor / Supporter.

### Liability Insurance

Equipment and all related display materials installed by Exhibitors Supporters are not insured by the Organizer, and the Organizer under no circumstances will be liable for any loss, damage or destruction caused to equipment, goods or property belonging to Exhibitors / Supporters. The Exhibitor / Supporter agrees to be responsible for his property and person and for the property and persons of his employees and agents and for any third party who may visit his space. The Exhibitor/Supporter shall hold harmless the Organizer from any and all damages/claims including those usually covered by a fire and extended – coverage policy. The Supporter/Exhibitor will purchase insurance policies for the above listed damages.

### Exhibition Regulations

The Exhibition Manager, acting under direction of the Organizing Committee, has the final decision as to the acceptability of displays. Exhibitors are not to share with others any space allotted to them without prior written consent by the Exhibition Manager.

The Organizer reserves the right to alter the general layout or limit the space allotted to each Exhibitor / Supporter, postpone the exhibition or transfer it to another site if unforeseen circumstances warrant such action. Should any contingency prevent the holding of the exhibition, the Organizer will not be held liable for expenses incurred other than the cost of exhibit space rental fees.

All exhibits are to be displayed so as to avoid blocking aisles, obstructing adjoining booths, damaging the premises or the leased equipment. Exhibitors are kindly requested to allow sufficient see-through areas, which ensure clear views of surrounding exhibits.

In standard booths, height is restricted to 246cm. Exhibitors are responsible for the cost and execution of the design, installation and delivery of their display to (and its removal from) the exhibition site.

Flammable materials are not to be used. Equipment displayed or demonstrated must be installed with strict adherence to safety measures. Exhibitors undertake to observe the timetable designated for completion of their display before the exhibition opening and its dismantling at the close of the exhibition. No dismantling or packing of the display before the designated hour. It is the Exhibitor's responsibility to pack and remove or consign for shipment all items of value prior to leaving their exhibit unattended, otherwise the Organizer will arrange for their removal at the Exhibitor's risk and expenses.

Exhibitors are obliged to ensure that their stands are permanently staffed during the exhibition opening hours. Payment is to be made in accordance with the conditions of payment listed in the prospectus.

Should the Exhibitor /Supporter fail to make a payment on time, the Organizer is entitled to terminate the contract, withdraw confirmation of acceptance, make other arrangements for the stand/ supporter items or seek compensation for non-fulfilment of contract. Participation by Exhibitors/ Supporters is dependent upon compliance with all rules, regulations and conditions stated herein. Access to the exhibition is authorized on presentation of a badge issued by the Organizer. Exhibitors' badges will not be mailed in advance and may be collected from the Exhibition Manager's desk.

The Organizer ensures daily cleaning of the aisles. Exhibitors /Supporters are responsible for the cleaning of their stands. The provision of refreshments for the participants by Exhibitors is only permitted if the catering regulations of the exhibition building concerned are observed.

Exhibition areas and fittings made available to Exhibitors must be handed back in their original condition. In case of damage or loss of equipment provided, or damage to areas occupied, repair and replacement will be charged to the Exhibitor. Any special decoration or fittings must be submitted to the Organizer for prior authorization.

Advertising panels and display are not permitted outside the exhibition areas allotted to Exhibitors. The Organizer will not approve stands, which do not comply with the accepted standards, until the necessary changes have been made.