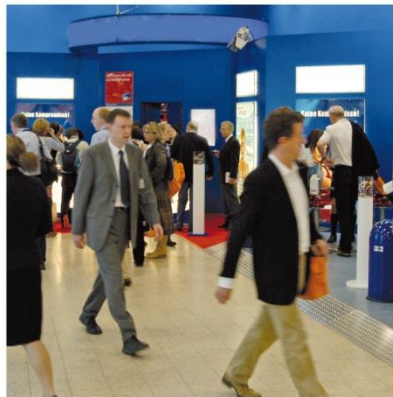
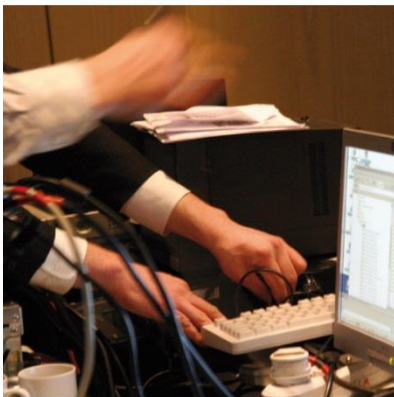


# servicehandbook

**IMPORTANT INFORMATION FOR EXHIBITORS Venue:** Your way to find us.

**Your contact:** We are your capable consultant. **Delivery, installation and removal:** For a smooth passing of the exhibition. **The stand:** Valuable and interesting information on all the aspects of your exhibition space.



Online-Order for additional equipment latest until 11.04.2025 on:  
[Online-Ausstellerportal](#) (see also page 16)

**m:con**  
VISION INTO CONVENTIONS

**DIABETES CONGRESS 2025** hybrid congress

28<sup>th</sup> May – 31<sup>th</sup> May 2025

(Industrial exhibition is open from 28<sup>th</sup> – 30<sup>th</sup> May 2025)

City Cube, Berlin

Version 2 (19.02.2025)

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

On the following pages, the most important information for a successful exhibition at CityCube Berlin is made available to you. All relevant facts and data on all the aspects of the venue, your exhibition space, the guidelines concerning installation and removal and, last but not least, your contacts can be found here.\*

m:con has extensive experience in organizing congresses and producing events, and offers individual solutions – with its excellent conception and organization and with its own ultra-modern equipment.

The professional team of m:con offers you support at any time.

\*Subject to alterations.

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## Directory

01   Venue and Data of the Exhibition	4
02   Contact	6
03   Directions to the venue	7
04   Information on Delivery and Installation	10
05   Stand information A – Z	14
06   Catering	26
07   Disclaimer	27

**Please forward all the required information concerning the exhibition to your exhibition stand constructors promptly!**

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 01 | Venue and Data of the Exhibition

### ■ Venue

CityCube Berlin

Messedamm 26

14055 Berlin

Germany

[www.citycube-berlin.de](http://www.citycube-berlin.de)

### ■ Times and instructions for installation

Sunday, 25.05.2025, 07:00 am – 10:00 pm early set-up

→ **fee-based and only with registration via this [form](#) until 11.04.2025!**

→ **No loading slot can be booked via VisiFair for the early set-up. Please contact DB Schenker, Jan Smolic (contact details, p. 13) in good time for the allocation of a timeslot.**

Monday, 26.05.2025, 07:00 am – 10:00 pm

Tuesday, 27.05.2025, 07:00 am – 10:00 pm -> from 07:00 pm the aisles must be free of materials due to aisle cleaning and aisle carpet laying and the use of lifting trucks is prohibited. Decorative work on the stand area is of course permitted until 10:00 pm.

Wednesday, 28.05.2025, 07:00 am – 10:30 am -> only decorative installation!

**Please note that a loading slot must be booked via VisiFair for set-up and dismantling. For more information, please see pages 10/11.**

**Please note that owing to noise pollution, exhibition goods may only be unloaded from 07:00 am to 10.00 pm.** Accordingly, all noisy activities, including fork-lift, loading and unloading, are not permitted.

### ■ Opening times of the exhibition

Wednesday, 28.05.2025, 11:00 a.m. – 05:30 p.m.

Thursday, 29.05.2025, 09:00 a.m. – 05:30 p.m.

Friday, 30.05.2025, 09:00 a.m. – 05:00 p.m.

Saturday, 31.05.2025, **closed**

### ■ Times and instructions for removal

Friday, 30.05.2025, 06:30 p.m. – 06:00 a.m.

→ Due to noise generation to the lecture halls below and preparatory dismantling activities, early dismantling is not permitted despite earlier closing of the exhibition.

→ from 10:00 p.m. to 06:00 a.m. no loading activities in the outside area are possible, only removal in the house!! All vehicles must be removed from the premises on Friday, 30.05. 10:00 pm at the latest!

→ The temporary storage of materials (pallets, cases, etc.) outside the hall is not permitted on Saturday, 31 May 2025 between 6 am and 1 pm.

Saturday, 31.05.2025, 01:00 p.m. – 10:00 p.m.

→ Due to noise generation to the lecture halls no dismantling activities may take place from 06.00 a.m. – 1.00 p.m.!

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

Please note that a loading slot must be booked via VisiFair for set-up and dismantling (not for early set-up). For more information, please see pages 10/11.

The dismantling times must be complied without fail, as otherwise ongoing and subsequent events will be disrupted. If stands are not dismantled on time you will be charged for removing them!

**All the important details about loading and unloading, VisiFair, traffic guide etc. can be found on p. 10/11. Entry to the exhibition grounds for set-up and dismantling via Gate 9.**

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 02 | Contact

### ■ Organizer / Scientific responsible body

Deutsche Diabetes Gesellschaft  
Albrechtstr. 9  
10117 Berlin  
Tel.: 030 311 -69-37-0

### ■ Exhibition organization

m:con – mannheim:congress GmbH  
Leonie Schlipf  
Rosengartenplatz 2  
68161 Mannheim  
Germany  
T: +49 (0) 621 4106-229  
[leonie.schlipf@mcon-mannheim.de](mailto:leonie.schlipf@mcon-mannheim.de)  
[www.rosengarten-mannheim.de](http://www.rosengarten-mannheim.de)

### ■ Exhibitor cards

m:con – mannheim:congress GmbH  
Sabrina Joksimovic  
T: +49 (0)621 4106-6802  
[dk.registrierung@mcon-mannheim.de](mailto:dk.registrierung@mcon-mannheim.de)

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 03 | Directions to the venue

### ■ Arrival by car

Simply enter the corresponding address as your destination.

CityCube Berlin

Messedamm 26

14055 Berlin

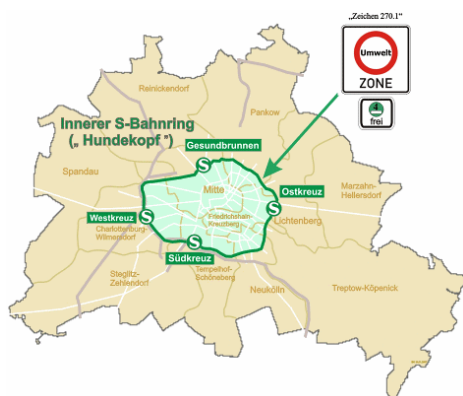
GPS-Koordinaten: 52.4992001°N / 13.27247°E

The traffic guidance system takes you directly via the city motorway system to the intersection at "Autobahn Dreieck Funkturm". At this junction, take the "Messedamm" exit. A lot of parking spaces are available on and around the grounds.

Information on the low emission zone can be found [HERE](#).

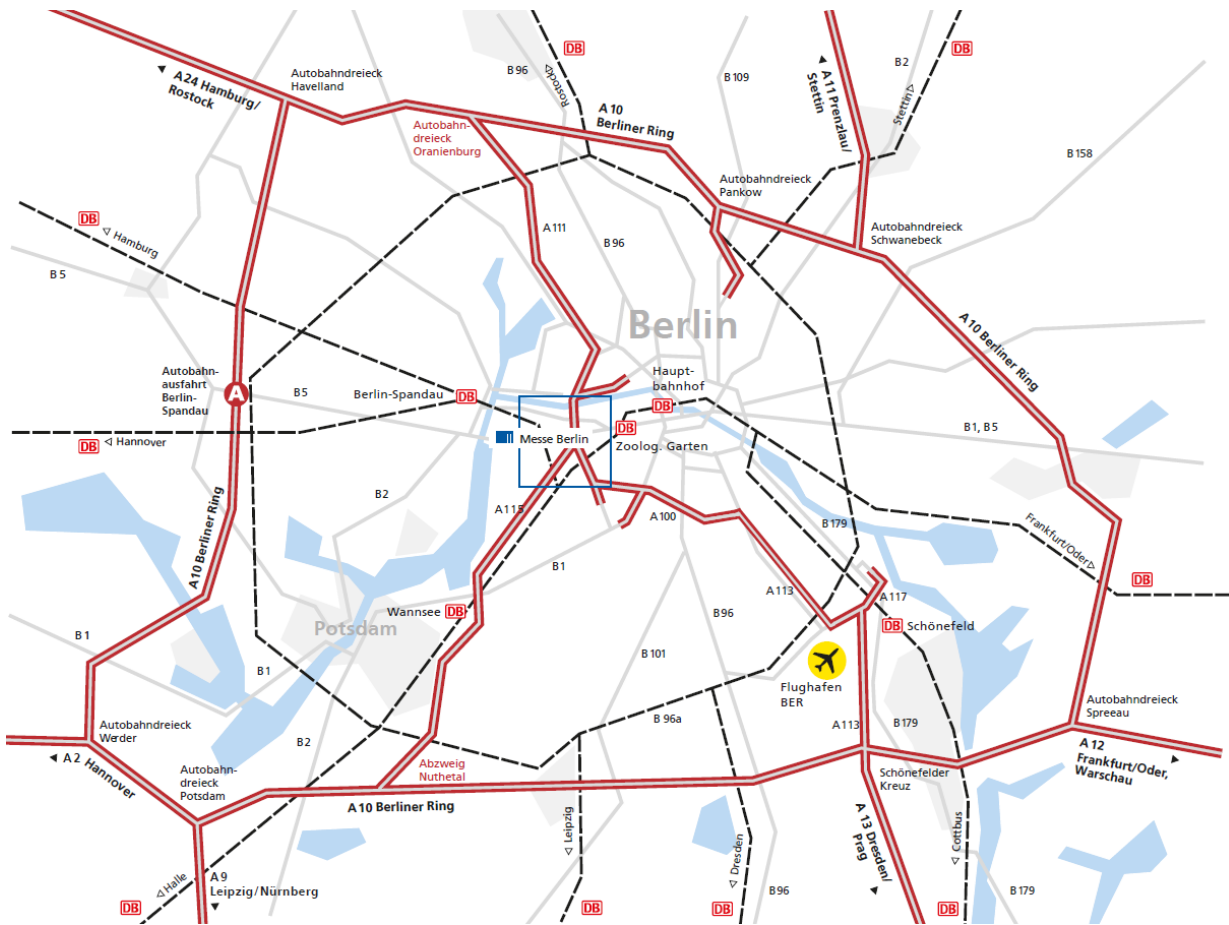
The low emission zone covers the area within the so-called S-Bahn ring, the light railway line encircling central Berlin. Vehicles may only enter this area if they display a valid sticker showing that their emissions do not exceed a specified level of fine particulates. Road signs clearly indicate where this low emission zone begins. It is an offence to drive a vehicle inside the low emission zone without the appropriate sticker, and this is punishable by a fine. Offenders may also be awarded one penalty point on their driving licences.

The Exhibition Grounds are located outside the low emission zone. Visitors arriving by car via the motorway system and entering the Exhibition Grounds directly via the interchange marked "Messegelände/Messedamm" are outside the zone and do not therefore require a sticker.



# servicehandbook

FOR EXHIBITORS: Important information – compact and clear



## ■ Arrival by train

Central Station/Alexanderplatz/East Station

S-Bahn lines S3 and S9 direction Spandau

## Südkreuz

S46 direction Westend, change at S-Bahn station Westkreuz

in S3 or S9 direction Spandau or Ringbahn S41, change at S-Bahn station Westkreuz to S3 or S9 Direction Spandau

## Inner-city connections

The CityCube Berlin is located directly at the S-Bahn station "Messe Süd".

## ■ Arrival from the airport

For those arriving from Berlin's international airports to the fairgrounds, the integrated route planner is available showing the options with various public transport. You can subscribe to all options your personal route in an overview. In addition, the estimated duration and the approximate travel costs are reported.

<https://www.messe-berlin.de/de/besucher/anreise-abreise/anreise/>



# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Parking facilities

### Parking cars

Various visitor parking spaces (in particular P14) are available on the exhibition grounds for the duration of the event and will be signposted on site via Messe Berlin's wayfinding system. Payment will be made in cash on site (expected 15,00 € per day).

There is also the possibility to order car exhibitor parking tickets for the exhibition period, 28 - 30.05.2025, in advance for a fee via the online exhibitor portal (booking additional equipment see p. 14).

### **Please note the following information:**

- the parking tickets are only valid for cars up to 2.8t and a length of max. 5.50m (location at hall 7.2 and/or terrace) and entitle the holder to enter the allocated parking area several times a day during the exhibition period.
- as only a limited number of car exhibitor parking spaces are available, a maximum of 1 car parking ticket per exhibitor can be ordered. They will also be allocated on a first come - first served basis. The cost of the parking ticket is € 90.00 net for the duration of the exhibition.
- During the construction and dismantling periods, the parking permits do not entitle the holder to access the exhibition grounds. A charging slot must be booked via VisiFair for this.
- Exhibitors use the parking spaces at their own risk. Messe Berlin is not liable for damage to property, in particular not for theft of vehicles. Parking is only permitted in the allocated parking spaces so that the orderly running of the trade fair is not impaired in the interests of all exhibitors and visitors.
- The parking tickets will be sent to exhibitors by m:con digitally by e-mail approx. 2 weeks before the congress and must be brought to the congress by the exhibitor on site and placed behind the protective screen.

### Parking for trucks

Trucks can be parked in the parking lot P12 in the AVUS-Nordkurve during set-up, the event and dismantling. Please note that this is a public parking lot and we have no influence on availability.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## 04 | Information on Delivery and Installation

### ■ Courier Delivery

Owing to a shortage of space, deliveries can be carried out only on the days of installation. For organizational reasons, earlier deliveries have to be carried out by the forwarding company 'Spedition Schenker' (address see "Storage", page 13) at your expense, otherwise they are **returned at your costs**.

For deliveries of advertising material, brochures and other articles, please indicate the following extended address:

**CityCube Berlin**

**Hall B**

**DIABETES KONGRESS 2025**

***Company name***

***Name of your contact at the exhibition***

***Name of your contact at the exhibition***

***Booth-Nr.***

**Messedamm 26**

**14055 Berlin**

**Germany**

Please be sure to quote the event and stand number for all deliveries!

**Please note that deliveries have to be effected directly to the stand area. CityCube Berlin and the congress organizer do not accept any deliveries. All deliveries are left to the owner's risk: m:con and the congress organizer do not assume any responsibility for deliveries.**

Our exclusive logistics partner Schenker AG will be happy to support you (see p. 13 for contact details).

### ■ Set-up and dismantling/loading and unloading on the grounds of the CityCube Berlin / access during set-up and dismantling

Please note that Messe Berlin is using the [VisiFair digital platform](#) to book loading zones. The time slots for the loading zones will significantly reduce congestion at the gates, saving you valuable time during set-up and dismantling.

Entry to the exhibition grounds for set-up and dismantling via Gate 9 is only possible by registering and booking a loading zone!

Loading zone bookings can be made via the following link:

<https://visifair-bookings.messe-berlin.de>

Costs: 15,00 € service fee per booked hour

### **Loading zones**

Access for all vehicles only with loading zone booking during set-up and dismantling (access during the period of validity is via a cash deposit, see traffic guidelines)

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## Questions about loading zone booking/ VisiFair:

Phone: +49 30 3038 4334 /E-mail: [traffic-visifair@messe-berlin.de](mailto:traffic-visifair@messe-berlin.de)

Please note that the hotline is **not staffed at weekends**. Additional or missing bookings can also be made at short notice online or via the log point on the site. Please refer to the traffic guidelines.

## Procedure for booking loading zones

You must first **register** on this page <https://visifair-bookings.messe-berlin.de>. You can then log in. Before you can book a loading zone, you must register for the event **under upcoming events**.

Once you have registered for the event, you can book a time slot in a loading zone under **registered event**.

The VisiFair booking portal opens on **14.04.2025**.

If you book logistics services/forklift trucks for unloading via Schenker, select **Logistics services requested** when booking the loading zone.

Schenker always requires your VisiFair booking number when booking the forklift.

In order to ensure the smoothest possible set-up and dismantling traffic on the exhibition grounds, please observe all applicable entry regulations in accordance with the traffic guidelines.

## Traffic Guide - Diabeteskongress 25



Information for exhibitors, stand constructors and contracted delivery companies

	Congress Time					
	Construction		Exhibition Time		Dismantling	
	25.05.2025	26.05 - 27.05.2025 (07:00 a.m. - 10:00 p.m.)	28.05. + 29.05.2025	30.05.2025 + Dismantling	31.05.2025 (01:00 p.m. - 10:00 p.m.)	
Cars / Vans total length 6m 	advanced construction 07:00 a.m. - 10:00 p.m.	only with loading zone booking max. stay 1 hour	delivery 28.05.2025 07:00 a.m. - 10:30 a.m. delivery 29.05.2025 07:00 a.m. - 09:00 a.m.	delivery 07:00 a.m. - 09:00 a.m. max. stay 1 hour deposit 200,00€ in cash	Dismantling 06:30 p.m. - 10:00 p.m. only with loading zone booking max. stay 1 hour	only with loading zone booking max. stay 1 hour
Trucks total length 6m - 12m 	Registration (with costs) via m:con last exit 10:00 p.m.	only with loading zone booking max. stay 2 hours	max. stay 2 hours deposit 200,00€ in cash	delivery 07:00 a.m. - 09:00 a.m. max. stay 2 hours deposit 200,00€ in cash	only with loading zone booking max. stay 2 hours	only with loading zone booking max. stay 2 hours
Trucks total length > 12m 		only with loading zone booking max. stay 3 hours	access not allowed	access not allowed until 6:30 p.m.	only with loading zone booking max. stay 3 hours	only with loading zone booking max. stay 3 hours
Trailer	additional deposit for trailer of 200,00€ in cash					
Loading zone booking	Loading zone booking is possible from 14.04.2025 via the following link: <a href="https://visifair-bookings.messe-berlin.de/">https://visifair-bookings.messe-berlin.de/</a> The entrance to the exhibition grounds is only possible with the booking of a loading zone. You will receive more detailed information regarding the approach/access after booking the loading zone.					
Access	Access to the exhibition grounds is via gate 9, Messedamm, 14055 Berlin					
Forwarding services	Schenker Deutschland AG, Mr. Jan Smolic, Phone: +49 160 974 16 691, E-Mail: jan.smolic@dbschenker.com Please note that empties can be delivered to the exhibition stand at the earliest 2 hours after the official end of the event.					
Important information	Unauthorized parked vehicles/load units (on the exhibition grounds) will be relocated for a fee and at the risk of the parker. Trucks can be parked in the P12 AVUS-Nordkurve parking lot during set-up, the trade fair and dismantling.					

**No loading slot can be booked via VisiFair for the early set-up. Please contact DB Schenker, Jan Smolic (contact details, p. 13) in good time for the allocation of a timeslot.**

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

Please be sure to pass this on to your stand construction and driving personnel!

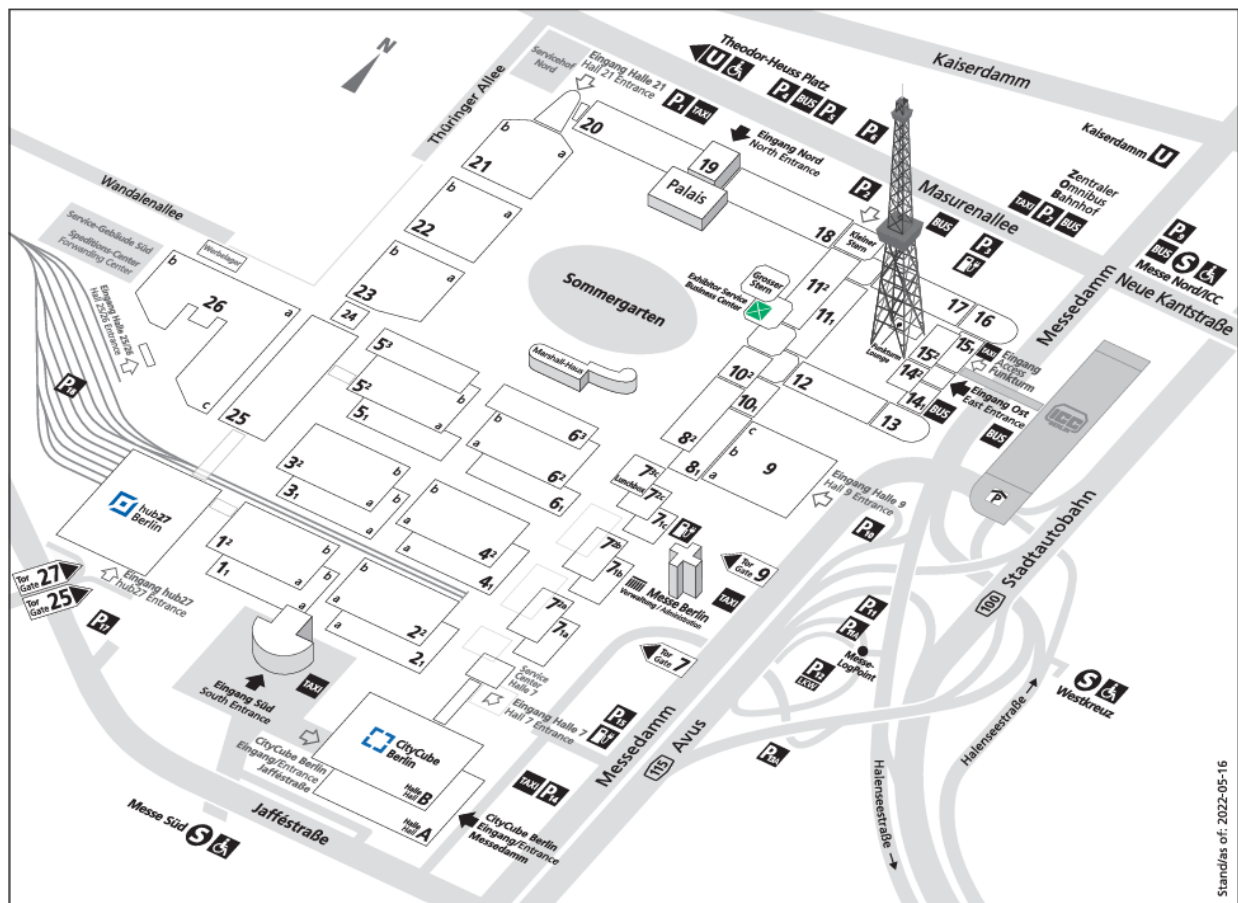
Vehicles/loading units parked on the exhibition grounds without authorization will be moved at the exhibitor's expense and risk.

Smaller deliveries can be made without booking a loading zone via P14 (in front of the City Cube entrance) on the last **set-up day Tuesday, 27.05.25**. Payment is made in cash on site (15.00 € / day).

**For deliveries via Gate 9 during the exhibition period, the deposit regulation applies:**

Please refer to the traffic guide for deposit regulations and dwell time.

Site plan:



## ■ Lifts / goods lifts

No elevators are needed for deliveries to Hall B.

## ■ Storage

It is absolutely impossible to store any kind of exhibits or empties before, during or after the exhibition at the City Cube Berlin. It is forbidden to store material behind the stands outside your own area.

m:con has commissioned Schenker Deutschland AG for the Diabetes Congress exclusively as a logistics partner. Please contact:

**Schenker Deutschland AG**

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

Trade fair / special transports

Mr. Jan Smolic

Phone: +49 160 974 16 691

E-Mail: [jan.smolic@dbschenker.com](mailto:jan.smolic@dbschenker.com)

Schenker Deutschland AG can also take care of customs clearance, worldwide transport, unloading, work platform rental, personnel as well as empty and full goods storage for you.

# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## 05 | Stand information A – Z

*The legal stipulations and regulations in their most current form and the Technical Guidelines of Messe Berlin must be observed for all exhibition stands, facilities, exhibits, materials and advertising that are brought into the City Cube Berlin!* <https://messe-berlinprod-media.e-spirit.cloud/e2026709-d681-4621-89e6-fa8d2bfdbdca/messe-berlin/downloads-englisch/technical-guidelines-berlin-expocenter-city.pdf>

### ■ Additional orders

Orders for additional equipment can be placed online via the [Online-Exhibitor portal](#) until **11.04.2025**. After the above-mentioned date, orders can be placed on site only plus an extra charge of 20 %!

Delivery of the furniture/ system stands/ plants ordered via m:con is scheduled for 27.05.2025 at midday. Ordered power connections/ internet connections will be available on the areas from the start of set-up.

If you want the stand builder to book the additional equipment for your stand area, please click on "Service provider registration" in the online exhibitor portal. Then enter the e-mail address of your stand constructor. He will then receive an e-mail authorizing your stand builder to order additional equipment for your stand.

### ■ Advertising

Any sort of advertising is only allowed within the stand rented by the exhibitor and only for the exhibitor's own company and the exhibited articles manufactured or distributed by the exhibitor's own company. All advertising effort outside the stand area has to be approved by the organizer of the exhibition.

The distribution and the display of printed matters and advertising material outside the own stand, but within the exhibition, area is only allowed by our licensed service partner. Should you be interested, please refer to:

Dr. Wilhelmus GmbH

Mr. Jens Liebler

Phone: + 49 (0) 2204 / 9797 061

[info@dr-wilhelmus.de](mailto:info@dr-wilhelmus.de)

### ■ Audio- / visual presentations

Any kind of presentations on the stand requires the organizer's approval. Approval is granted with the prerequisite that the presentation will not negatively affect or interrupt neighbouring stands and the ongoing congress. The organizer shall have the right to cancel a presentation in the event of disregard for his regulation.

### ■ Barrier-free construction

When building the stands, attention should be paid to accessibility. Stands and their facilities should also be accessible and usable for people with limited mobility without assistance.

### ■ Congress app

With the free congress app, participants receive all information about the congress quickly and conveniently on their smartphone - from the congress program to the list of exhibitors and hall plan.

Take advantage of the opportunity to present your company in detail in the list of exhibitors. Please complete your company presentation in the [Online-Exhibitor portal](#).

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Candles, kitchen and food warming equipment

Subject to prior agreement with Messe Berlin, candles (“guarded candlelight”) and similar lights may be used as table decorations, and other open flames (such as paste fuels) may be used in appropriately designed kitchen equipment in order to keep food warm. Candlesticks and similar items must be stable and, where necessary, shall be fastened to the surface on which they are placed.

## ■ Construction heights

Stand constructions **from 2.50 m upwards** must be submitted to the exhibition organization for plan approval by **04.04.2025**. Please use the form for the Stand Construction, which can be downloaded [HERE](#).

The demand for plan approval must be accompanied by a dimensioned floor plan including the position of the power connection and a dimensioned height section. Only complete stand documents will be admitted to the approval procedure! *Folding stands and stand constructions under 2.50 m stand height do not have to be submitted!*

Please observe the following requirements:

Stand walls facing neighboring stands may be built up to a maximum height of **3.5 m**. Stand construction elements exceeding this, up to 7m, must be coordinated with the exhibition organization and also approved. The distance from the upper edge of the wall to the lower edge of the suspension should be at least 0.5 m.

If an advertising sign / stand top / cube etc. with a logo or graphic is placed in the direction of neighbouring stands a distance of at least 1.0 m to the neighbouring stand must be maintained.

The backs of stands that border on neighboring stands or are free-standing must be completely smooth and white (not only from 2.5 m height and not black or similar).

Neutral rear sides of folding stands and roll-ups are permitted. In this case, it must not be assumed that your stand neighbor will provide white walls; please plan these yourself if required.

We recommend that stand sides facing the visitor aisles be transparent and open. In principle, however, the graphic design of the stand sides facing the visitor aisles is permitted. Please note that the stand sides facing the visitor aisles (wall elements from 2m height) may be built on only on approx. 1/3 of the respective side. This must also be coordinated with the exhibition organization and approved. This regulation also applies to island stands.

Floorings of all kinds from 4 mm, have to be highlighted in contrast colour and secured against stumbling and tripping. For exceeding floor construction heights from 2,50 cm on, we recommend bevelled edges in contrast colour or illuminated edges. From a floor height of 20cm, additional measures (railings, platform statics, etc.) must be taken.

Please also observe the [technical guidelines](#) of the CityCube Berlin.

## ■ Damage

The exhibitor is responsible for damage to facilities of City Cube Berlin, floors, etc., as well as to material let or lent to him.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Disposal

Please note that the stand rental fee does not include waste disposal or cleaning of the stands.

The exhibitor or stand constructor is responsible for the proper and environmentally compatible disposal of waste generated during the construction, running time and dismantling of his stand. Large quantities of construction and dismantling waste, pallets, carpets and leftover parts from stand construction will not be collected and must be taken away by the exhibitor / stand constructor.

It is possible to order containers for set-up and dismantling. Orders can be placed via the [Online-Exhibitor portal](#). Waste bags can also be ordered online for disposal during the event. Please also note that only the waste placed in the in-house waste bags of CityCube Berlin will be disposed of.

Please note that stand cleaning does not include waste disposal and that waste will only be collected in the bags ordered. Stand cleaning can also be ordered via the online exhibitor portal by **11.04.2025**. For waste disposal during the event, CityCube Berlin waste bags must be ordered online as mentioned above.

Disposal in external waste containers or other facilities on the exhibition grounds is strictly forbidden. If no order has been received, the organizer and CityCube Berlin will assume you are disposing of your waste yourself. Any waste left in the halls will be estimated per m<sup>3</sup> and charged to the exhibitor. The obligation to remove of all waste properly must be imposed on the contractual partners (e.g. stand constructors).

Any materials left behind will be disposed of at the exhibitor's expense at an increased charge without checking their value.

## ■ Electricity

The laying of electrical cables outside the stand, as well as connection to the supply network may only be carried out by City Cube Berlin employees. For electrical installations inside the stand, as well as for the laying of electrical cables, the instructions of VDE have to be observed. The exhibitor is responsible for self-installation on the stand. If you require electrical installations at a specific location, please send us a corresponding stand sketch.

The connection is made at the nearest possible connection point of the network. Each exhibitor undertakes to provide other exhibitors without direct access to supply ducts with a connection via their own stand area.

We would like to point out that all stands with electrically conductive constructions and equipment (which can emit contact voltages in the event of a fault) must be secured with equipotential bonding. You can also book the equipotential bonding [online](#).

Please note that CityCube Berlin staff must have access to the electrical connections and distribution boards at all times in the event of technical faults.

Therefore, please plan your stand with access to the electrical connections and place the power distributors within easy reach on your stand area, for example in a planned storage area. If the connections are not accessible, we cannot guarantee that everything will run smoothly.



# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

**The equipment and the illumination of the stands have to be disconnected from the grid by the exhibitor after the end of the exhibition and before leaving the stand respectively.**

In case of non-observance as to the above mentioned switching off regarding equipment and illumination, CityCube Berlin / the organizer reserves its right to charge any costs that may result from additional consumption of electricity to the exhibitor's account.

In order to provide suitable protection, all electrical appliances which generate or radiate heat (cooking plates, spotlights, transformers etc.) must be mounted on non-flammable, heat resistant bases not containing asbestos. These require approval which must be applied for from m:con at least until **07.04.2025**.

Devices which do not have a CE marking may not be used as a matter of principle. The exhibitor is responsible for the self-installation on the stand. If you wish electrical installations at a certain place, we ask you to let us have a sketch accordingly. If you require electricity, you can place your order [online](#).

## ■ Emergency exits and escape routes

The aisles between the exhibition areas serve as escape routes in cases of Emergency. At no time these aisles should be blocked. **Escape routes must always be kept free of hindrance.**

The exit doors, emergency exits and their signposting must never be obstructed, built over, closed in, obstructed by drapes or disfigured in any way.

Materials required for stand construction and exhibits delivered for immediate installation on the stand area may be placed in the aisles temporarily during the construction or dismantling period, provided that the aisle width specified for safety reasons is not restricted and due consideration has been paid to logistical aspects. This regulation is deemed to have been fulfilled if such objects are deposited along the perimeter of the stand on an area not wider than 0,9 m. Regardless of the width of the aisle and the items deposited there, a passageway of at least 1,2 m in width must be kept free at all times. This rule does not apply to escape areas directly in front of emergency exits and to the area where two hall aisles cross. Here, the entire width of the area must be kept free. Hall aisles may not be used for setting up assembly workplaces or machinery (e.g. woodworking machines tools, workbenches). Messe Berlin is entitled to order immediate clearance of the aisles for logistics reasons.

## ■ Empties

During the installation, the duration of the congress and the removal, it is not allowed to store empties on the stands, outside the stands, inside the CityCube Berlin and in its outside area. Dispatch and storage of empties can be dealt with by the forwarding company Spedition Schenker (address see "Storage", page 13).

## ■ Exhibition construction company

The exhibitor's service handbook and all important information according the exhibition have to be forwarded to the exhibition construction company and other service providers by the exhibitor.

The exhibitor's service handbook (in German and in English) is at your disposal on the internet at <https://industrie.diabeteskongress.de/> at any time.

## ■ Exhibitor badges / Congress tickets

Exhibitor passes are personalized and entitle the holder to access to the scientific programme, but not to industrial symposia (except company-owned symposia) and to parts of the programme that are subject to a fee, such as workshops.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

You are entitled to two free exhibitor passes for the duration of the event for every 10 m<sup>2</sup> of exhibition space or part thereof. Passes that exceed the free quantity cost € 40.00 gross for one day, € 80.00 gross for two days and € 110.00 gross for three days (entire exhibition period).

In March you will receive a mailing with further information and a booking code with which you can order exhibitor passes (free of charge and subject to a charge).

The order period for badges ends on **25.04.2025**.

For questions about exhibitor badges or Congress tickets please contact:

m:con Registration Management

Mrs. Sabrina Joksimovic

T: +49 (0)621 4106-6802

[dk.registrierung@mcon-mannheim.de](mailto:dk.registrierung@mcon-mannheim.de)

## ■ Fire extinguishers

During construction and dismantling and for the duration of the event, all stands and events areas > 100 m<sup>2</sup> must be equipped with a suitable fire extinguisher conforming to DIN EN 3, for fires categories A, B and C, and with at least 10 extinguishing units (LE).

In addition, suitable fire extinguishers (fire categories A, F) shall be located in kitchens / catering areas where food is prepared (involving heated fats and oils.)

All fire extinguishers shall be mounted securely and within easy reach (either on a floor stand or mounted on a wall) in a clearly visible and permanently accessible location indicated by signs in keeping with the accident prevention regulations / BGV / A8 (Sicherheits- und Gesundheitsschutzkennzeichnung am Arbeitsplatz).

## ■ Fire protection

As a rule, no materials which are easily inflammable, form burning droplets and/or which emit toxic gases or dense smoke upon combustion, such as most thermoplastic materials, including polystyrene foams (styrofoam) and diverse acrylic glass products, may be used in stand construction.

For safety reasons, special requirements may be imposed on structural supporting elements in individual cases (e. g. the specification that they must be non-inflammable).

Only non-inflammable means of connection may be used for connections and joints required for static stability reasons or which transmit loads. Plastic cable ties may not be used to secure any supporting components which contribute to the stability of the structure.

Decoration materials must be at least not easily flammable (class B1), must not form burning droplets in accordance with DIN 4102.1 and only emit low smoke levels upon combustion and/or must at least conform to class C-s2, d0 according to DIN EN 13501-2. Test certificates for the building material categories of the materials used must be made available.

Bamboo, reeds, hay, straw, bark mulch, turf, (coniferous) trees without root balls or similar materials do not normally satisfy the above requirements. Deciduous plants, conifers and other plants may only be used as decorations if their root balls are damp or if they have been freshly cut (i. e. leaves or needles must be fresh and green). If it is determined that trees and plants are drying out in the course of the exhibition, thus becoming

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

more easily inflammable, they must be removed. **Artificial plants do not fit the requirements and are therefore not allowed.**

The fire extinguishers, wall hydrants and pushbutton alarms located in the CityCube Berlin may not be obstructed or made inaccessible under any circumstances. It is also prohibited to make their signs unrecognizable.

## ■ Floor covering

Hall B: Concrete massive floor gray



We therefore strongly recommend that you lay flooring or carpeting on your stand area. Carpeting can also be ordered [online](#) (see point Ordering additional equipment on page 14) until 11.04.2025.

Floor coverings and other floors have to be laid accident-proof and must not project over the boundary of the stand.

**If you lay floor coverings using double-sided adhesive tape, please note that it has to be removed without residue on removal.** Any unremoved soiling will be removed at the exhibitor's expense.

The maximum floor loading capacity is 10 kN per sqm. Loads should be distributed, concentrated heavy loads have to be avoided at any rate.

Exhibition stands are supplied with electricity, water and compressed air via floor channels to the stands. Depending on the location of the exhibition stand and the nearest canal, this may mean that access to other stands must be via part of your stand area.



# servicehandbook

FOR EXHIBITORS: Important information – compact and clear

## ■ Forklift trucks / hand pallet trucks

Schenker Deutschland AG has the sole lifting rights (forklift trucks, lifting platforms, electric pallet self-propelled electric pallet trucks). Please contact them to arrange provision of the above-mentioned services:

Schenker Deutschland AG

Jan Smolic

M: +49 160 974 16 691

[jan.smolic@dbschenker.com](mailto:jan.smolic@dbschenker.com)

## ■ Glass and plex-glass constructions

Only safety glass that is suitable for the intended use and can withstand stress may be used for superstructures. Edges of glass panes must either be rounded off or machined in such a way that there is no risk of injury. All-glass components must be marked at eye level.

When using glass and acrylic glass in stand construction, the technical guidelines of the information sheet "Glass and Acrylic Glass in Stand Construction within Exhibition Halls" must be observed.

<https://www.messe-berlin.de/messe-berlin/downloads-deutsch/merkblatt-glas-im-standbau-innerhalb-der-messehallen.pdf>

## ■ Grinding work and all work with naked flames

All welding, cutting, soldering, thawing, grinding and other work which poses a fire hazard must be reported to CityCube Berlin before the work starts and applied for in writing each day. Areas surrounding such flame work must be adequately screened off to eliminate danger. Fire extinguishers must be kept in the immediate vicinity.

## ■ Guarding

The organizer of the exhibition provides a general guarding without accepting responsibility for damage or loss. Articles brought to CityCube Berlin are at the owner's risk, m:con and the CityCube Berlin accepts no responsibility for articles deposited. The exhibitor has to take care of a special guarding for his stand and goods himself. Stand guarding service can only be ordered [online](#).

## ■ Hazardous materials

It is forbidden to use open fire or naked light, e.g. spirit, fuel, oil, gas, etc.

## ■ High-frequency units and radio units

The use of high-frequency units and radio units requires approval which must be applied for from m:con at least until six weeks before the start of the event.

Failure to register may result in disruptions to the event, which will incur costs to be carry by the exhibitor. This concerns for example radio microphones, headsets and guided tour systems which are used for lectures at the booth.

Furthermore, we would like to point out that the commissioning of frequency devices always requires prior registration with the Federal Network Agency, unless they have a general allocation.

This can be done by contacting:

Dirk Otto

Bundesnetzagentur

Seidelstraße 49

13405 Berlin

E-Mail: [Dirk.Otto@BNetzA.de](mailto:Dirk.Otto@BNetzA.de)

Phone: +49 30 4374 1022

Fax: +49 30 4374 1181

mobile: +49 172 593 8165

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

This does not exempt from the above mentioned registration and approval obligation on the part of m:con.

Furthermore, please observe the instructions under item 5.11. "High-frequency equipment, radio systems, electromagnetic compatibility, harmonics" of Messe Berlin's [technical guidelines](#).

## ■ Hotel reservations

Information on hotel bookings can be found at the following link: <https://diabeteskongress.de/teilnahme-infos/#anreise>.

## ■ Householder's right

Messe Berlin exercises its domiciliary rights over exhibitors, their stand builders and all persons located in the event rooms. Messe Berlin and the organiser reserve the right to expel individuals who do not adhere to the regulations or violate the conditions of participation from the premises or to ban them from the premises. Messe Berlin, persons commissioned by Messe Berlin, the organiser, the police, the fire brigade and the supervisory authorities must always be granted free access to the stands at any time.

## ■ Illumination

The general lighting at CityCube Berlin may not be sufficient to effectively illuminate the individual stands effectively. Exhibitors are responsible for their own stand lighting. In your own interest, we recommend to plan an additional installation of illumination on your stand.

**The equipment and lighting of the stands must be disconnected from the power supply by the exhibitor or stand constructor daily after the end of assembly/dismantling and the end of the event or before leaving the stand.**

## ■ Information counter for exhibitors

An information counter for exhibitors will be set up at the conference counter during the event. A member of staff will be available there to answer any questions you may have about the congress. During the set-up days, a service counter will be available in Hall B for repeat orders etc.

## ■ Installation of stands

All stands have to be installed as self-supporting constructions. Pillars, buttresses, projections etc. within the exhibition area are part of the allocated space. Fastenings on the walls, pillars and floors of the halls are not allowed.

It is prohibited to build beyond the allocated stand space. Lighting fixtures and signs may not extend beyond the boundaries of the stand. m:con reserves the right to charge the exhibitor a subsequent stand rental fee for the additional space used.

It is not permitted to affix advertising materials to the walls, pillars or other objects at the event location. The exhibitor shall be liable for any damage caused by non-compliance.

The backs of stands adjoining neighboring stands must be completely smooth and white (not only from 2.5 m height and not black or similar).

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

Escape routes, fire alarms, hydrants, electrical distributors, switchboards and telephone distributors must remain freely accessible. A safety distance of at least 0.5 m from the ceiling sprinklers must be maintained.

CityCube Berlin and the organizer reserve the right to demand changes to inadequate or unapproved stand structures as well as the removal of unsuitable exhibits that prove to be a nuisance or danger to visitors or neighboring exhibitors. In the event of serious safety deficiencies, the partial or complete closure of a stand may also be ordered.

## ■ Insurance

The exhibitor shall be liable for all personal and material damages that arise from the operation of their exhibition stand and materials. It is recommended that the exhibitors obtain adequate insurance protection.

## ■ Internet access / EDP

Please note that in case of orders for internet access, the configuration or installation of additional hardware and software brought by the customer is not included in the range of delivery. The exhibitor is responsible for the observance of the licensing agreement in case of software brought by himself.

Internet access can only be ordered [online](#). The exhibitor is responsible for the rented technical equipment for the duration of the rent.

## WLAN

The City Cube Berlin provides a WLAN basic version free of charge. Please note that all visitors have access to the WLAN basic version and this is therefore only very limited usable and is only suitable for small data traffic such as e-mail check, etc. The log-in data will be published on site.

W-Lan Premium accounts can be ordered [online](#).

If there is interest in further WLAN options, these can be requested from the exhibition organization.

For increased traffic and complex presentations on the booth we recommend the booking of a broadband LAN-connection.

## ■ Motor vehicles

The exhibiting of motor vehicles with combustion engines as well as electric vehicles (e.g. cars, e-scooters, e-bikes, etc.) is only possible under certain conditions and with separate approval at the CityCube Berlin. This must be submitted to the m:con exhibition organization using the appropriate form (on request) no later than 8 weeks before the start of set-up. The conditions stated on the form must be complied with. In the event of non-compliance, the vehicle must be removed. Any costs incurred will be borne by the exhibitor.

## ■ Musical reproduction (GEMA)

Any kind of musical reproductions shall be subject to provisions of the German Act for Protection of Copyright and Related Property Rights (“Urheberrechtsgesetz”), Section 15 of the German Copyright Act (“Urhebergesetz”) (German Federal Law Gazette [BGBl], and shall require the approval of GEMA, the musical authors’ rights society, which may be reached at: [www.gema.de/en](http://www.gema.de/en)

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

Musical reproductions that have not been registered with GEMA may result in damage claims being filed by the latter (cf. Section 97 of the Copyright Act).

## ■ Official presentations in exhibition space

Official presentations at the stand/expert talks/official panel discussions are not permitted in the exhibition space you have booked during the scientific program. In accordance with the continuing education regulations of the State Chambers of Physicians and the supplementary recommendations of the German Medical Association, supporting and accompanying programs of sponsors may not take place in the event format at the same time as the scientific program.

In addition, the overall scope of accompanying programs must also remain of secondary importance in relation to the scope of the scientific program. Official lectures, expert discussions and panel discussions are therefore only permitted within the framework of the symposia provided for this purpose. The exhibition space generally includes the right to advertise the company and its products. This only includes the holding of informative talks by your stand personnel and the distribution of industry-standard advertising material at the exhibition stand.

## ■ Planning the stand construction

All exhibitors are obliged to adapt their stand plans to the structural conditions in the CityCube Berlin and to inform themselves on site about the position and dimensions of any installations, in particular hall columns, fire alarms, wall hydrants, ventilation systems and uneven floors, etc. CityCube Berlin and the organizer assume no liability for the correctness of dimensions on hall and stand plans.

## ■ Radiation protection

The use of radioactive materials and the operation of x-ray facilities, disruptive rays and laser facilities require approval and must be presented to the relevant authorities. The legal security regulations and stipulations must be observed. Legally stipulated approvals must be sought from the relevant authorities and be submitted to the exhibition organization within 8 weeks.

## ■ Respirable dust badge: „Feinstaubplakette“

The low emission zone covers the area within the so-called S-Bahn ring, the light railway line encircling central Berlin. Vehicles may only enter this area if they display a valid sticker showing that their emissions do not exceed a specified level of fine particulates. Road signs clearly indicate where this low emission zone begins. It is an offence to drive a vehicle inside the low emission zone without the appropriate sticker, and this is punishable by a fine. Offenders may also be awarded one penalty point on their driving licences.

The Exhibition Grounds are located outside the low emission zone. Visitors arriving by car via the motorway system and entering the Exhibition Grounds directly via the interchange marked "Messegelände/Messedamm" are outside the zone and do not therefore require a sticker.

Information on the low emission zone can be found [HERE](#).

## ■ Service counter for exhibitors

During installation a service counter for exhibitors will be operated in hall B where an employee of ours will be at your disposal for repeat orders and for any queries concerning your participation in the exhibition that may occur.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## ■ Smoking

**Smoking is strictly forbidden in the whole inside area of the City Cube Berlin at any time.**

## ■ Stand roofs

In order not to impair sprinkler protection, stands must always be open at the top.

## ■ Storage of information material and brochures

The storage of informational material is only permitted in the amount required for that given day and only on the stand surface. **Storage outside of the assigned stand surface is not permitted.**

## ■ Suspensions

Suspensions are only partially possible in hall B and require the written approval of the exhibition organization. Please note that the suspensions may only be installed by Ueberkopf GmbH, the authorized service partner of CityCube Berlin. Suspensions can be ordered via Ueberkopf GmbH after approval by the m:con exhibition organization.

Please contact Ueberkopf GmbH if you have any questions regarding realization and implementation:

E-Mail: [messe-berlin@ueberkopf.de](mailto:messe-berlin@ueberkopf.de)

Phone: +49 (0)30 555 74 48 - 20

Please be sure to observe the specifications under “Construction height” on page 15!

## ■ Sustainability

For reasons of sustainability, environmentally harmful substances and materials must be avoided. This applies to both the materials used and the stand construction. This includes not using stretch film when transporting equipment, the reusability of all stand equipment (possibly even the stand itself) or the seasonality or regionality of decorative items (e.g. plants) and food.

The topic of sustainability is particularly important to the DDG. Support us in making our congresses & conferences more environmentally and climate-friendly step by step. We are setting a good example: our congress organization is increasingly paper-free, we print 50% fewer programs and use an app instead, our congress bags and giveaways are consistently made of recycled material and produced sustainably. We would be delighted if you would join us on this journey.

## ■ Technical Guidelines

The Technical Guidelines of Messe Berlin must be observed. You can find them here: <https://messe-berlinprod-media.e-spirit.cloud/e2026709-d681-4621-89e6-fa8d2bfbdbca/messe-berlin/downloads-englisch/technical-guidelines-berlin-expocenter-city.pdf>

## ■ Theft

In order to keep the danger of theft as low as possible, we ask you, in your own interest, not to leave your stand unattended after the delivery of exhibits. In general, a stand guarding, especially for the nights, is to be recommended. In any case, you should lock away valuable goods during the night.

We recommend you never to leave your stand unattended during the opening hours and to make goods in danger of theft especially secure. On removal, we ask you not to leave your stand before valuable goods have



# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

been loaded or handed over to the carrier. If this is not possible, it is advisable to book a stand guarding [online](#).

## ■ **Water supply**

Water supplies are limited in Hall B and only possible at certain points. For further information regarding availability, please contact the exhibition organization: [leonie.schlipf@mcon-mannheim.de](mailto:leonie.schlipf@mcon-mannheim.de).

## ■ **Woodworking**

According to GefStoffV §8 para. 2.2 and 2.7, the use of woodworking machines requires appropriate extraction. In the event of non-compliance with this directive, the CityCube Berlin must insist that set-up work be discontinued.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## 06 | Catering

Nutrition & diabetology belong closely together. Therefore, we would like to ask you to consider this in your catering selection. Place a focus on healthy, fresh and balanced products (e.g. fruit, yogurt, muesli, salad, whole grain products and low-sugar snacks). Please avoid chocolate and sugary sweets. Non-alcoholic beverages, tea and coffee may be served; alcohol is prohibited.

The topic of sustainability is also particularly close to the DDG's heart. Therefore, please ensure that your planning is appropriately sized, use reusable tableware or sustainable packaging whenever possible. In addition, we ask you to offer food and beverages with little odor in the exhibition.

Food and beverages for the catering at your booth and during your symposium will be provided by the service partner of CityCube Berlin: **Capital Catering GmbH**

You can make orders for your **booth** via the webshop of Capital Catering: <https://webshop.capital-catering.de/>

For orders for symposia and meeting rooms, please contact [cateringservice@capital-catering.de](mailto:cateringservice@capital-catering.de). Phone: +49 (30) 3038 2993.

Please note that food and beverage orders may only be placed through this licensed caterer. If you wish to be supplied by another service provider, prior arrangements must be made. Capital Catering GmbH may demand a compensation payment for the assignment of its catering rights. This will be charged per square meter of exhibition space and per exhibition day plus statutory VAT. Please consult the service partner in any case.

# servicehandbook

**FOR EXHIBITORS:** Important information – compact and clear

## 07 | Disclaimer

**Articles brought into the house are at the owner's risk, CityCube Berlin accepts no responsibility for articles deposited.** There is no guarding at the exhibition. Stand guarding service can be ordered online.

Should you have any further questions concerning the exhibition, please get in touch with the indicated contacts.