

General Information and General Rules

This document provides all relevant information ahead of your exhibition participation. Please note that those of you who engage stand builders should forward this information to them. For more detailed information on technical regulations, construction, fire regulations, etc., please read "Technical Regulations and Information" and "Fire Regulations", which can be found on the Malmö Exhibition Centre website <https://www.malmomassan.se/for-utstallare/>

Goods reception address Malmö Exhibition Centre, Mässgatan 6, 215 32 Malmö
Event name / Company / Stand number

Main entrance address Malmö Exhibition Centre, Mässgatan 6, 215 32 Malmö

Things to consider well in advance of your participation

Work environment responsibility When the exhibitor (or stand builder appointed by the exhibitor) arrives at the stand, full responsibility for the work environment of that stand area transfers entirely to the exhibitor (the organiser). Malmö Exhibition Centre / Nordic Exposervice accepts no responsibility for construction or building work. If you order construction from Malmö Exhibition Centre / Nordic Exposervice, we guarantee that it will comply with applicable rules and regulations.

Order in good time Please place your stand service orders in good time. A surcharge of 30% will be added to orders placed after the final order date. For orders placed on-site during move-in or the event, a surcharge of 50% will apply. Please note that for late orders we cannot guarantee that the product is still in stock.

Catering / alcohol Our restaurateur holds food and alcohol licences for our premises. It is therefore not permitted by law to offer alcoholic beverages or food at the stands unless ordered through our restaurateur. To place an order or for enquiries, contact the Exhibition Restaurants on tel. 040/642 10 05 or by e-mail: lotta.bronmark@malmomr.se. Please note that any alcohol found on the premises that has not been ordered through KM Restaurants will be confiscated, as alcohol legislation does not permit privately brought alcohol in the Malmö Exhibition Centre premises.

Height construction A height exposure surcharge applies to construction and advertising messages etc. that exceed 2.50 metres. This does not apply to stand lighting. Structures taller than 2.50 metres require anchoring to the ceiling with a safety wire. Drawings of elevated structures must always be submitted to: info@nordicexposervice.com at least 30 days in advance for approval.

Internet Malmö Exhibition Centre offers wired (LAN) and wireless (Wi-Fi) internet connections. For a stable and reliable connection, a wired connection is always recommended. Kista Exhibition Centre accepts no responsibility for customers' and exhibitors' own computers and/or applications. Only network equipment provided by Malmö Exhibition Centre is permitted for use. Personal wireless routers and networks, as well as other transmitting radio equipment, are not permitted, as they may interfere with the Malmö Exhibition Centre network. Malmö Exhibition Centre reserves the right to disable a customer's equipment if it interferes with the network in any way. Malmö Exhibition Centre may carry out network scans to detect unauthorised equipment.

Night-time power	Please remember to order night-time power for refrigerators etc., as all power is switched off during the night.
Pillars	Check the floor plan to see whether your stand contains pillars. They are marked as red dots on the drawings. Dimensions: 50x50 cm in Hall 1 and 30x30 cm in Hall 2. If so, please be aware that pillars may be fitted with fire extinguishers and/or water pipes. Please contact the project team for specific information.
Ceiling height	Hall 1: 7.8 m Congress: 4.00 m clear height (ventilation extends downwards)
Exhibitor insurance	Insurance covering stand materials, exhibited goods, etc. is automatically arranged at some exhibitions, however not at all exhibitions or events. Please check what applies to your event. We would otherwise kindly ask you to review your insurance cover. We recommend that all exhibitors take out exhibitor insurance — please contact the Finance Department at Malmö Exhibition Centre on tel. 08-506 650 00. Malmö Exhibition Centre or Nordic Exposervice accepts no liability for your products before, during, or after the exhibition!

Things to consider during move-in and construction

Incoming goods	Please label goods carefully as follows: Malmö Exhibition Centre, Mässgatan 6, 215 32 Malmö Event name / Company / Stand number Due to limited space and out of consideration for other exhibitors, loading and unloading time is limited to a maximum of 30 minutes. Gate dimensions are as follows: Gate 3: height 4.9 m, width 4.5 m For machinery or materials exceeding 1 tonne, forklift assistance must be ordered at least 1 week in advance. Malmö Exhibition Centre / Nordic Exposervice accepts no responsibility for goods before, during, or after the event!
Work environment responsibility	When the exhibitor (or stand builder appointed by the exhibitor) arrives at the stand, full responsibility for the work environment of that stand area transfers entirely to the exhibitor (the organiser). Malmö Exhibition Centre / Nordic Exposervice accepts no responsibility for construction or building work. If you order construction from Malmö Exhibition Centre / Nordic Exposervice, we guarantee that it will comply with applicable rules and regulations.
Work environment inspection	Representatives from Malmö Exhibition Centre / Nordic Exposervice carry out safety inspections before and during the event to minimise risks. Any observations must be addressed immediately by the exhibitor (the organiser). Any costs incurred will be invoiced to the exhibitor (the organiser).
Alcohol, drugs and smoking	Please note that any alcohol found on the premises that has not been ordered through the Exhibition Restaurants will be confiscated, as alcohol legislation does not permit privately brought alcohol in the Malmö Exhibition Centre premises. To place an order or for enquiries, contact KM Restaurants on tel. 040-642 10 05 or by e-mail: lotta.bronmark@malmomr.se. Smoking is prohibited throughout the entire premises in accordance with Swedish law, but may be permitted outdoors in designated areas. Drugs are under no circumstances permitted within the Kista Exhibition Centre grounds.

Waste	Exhibitors are responsible for removing and sorting their own waste from the stand. We charge 450 SEK/hour for heavy cleaning and 300 SEK/m ³ for sorted waste left behind. Environmental stations: During move-in, move-out and opening hours, environmental sorting stations are placed in the hall. Sorting is divided into three categories: Wood, Recyclable paper, and Other. Waste bins: Waste bins for smaller amounts of Paper, Other materials, and Bottles are placed in the exhibition aisles.
Works to the building	All works involving alterations to the Malmö Exhibition Centre building may only be carried out by personnel appointed by Malmö Exhibition Centre / Nordic Exposervice. Examples include anchoring wires to the ceiling, connections for electricity, water, drainage, internet, etc.
Children on the premises	The exhibition is a workplace; large forklifts operate in the halls and for this reason children under 16 years of age are not permitted in the premises during move-in and move-out and will be turned away. Please respect this rule for your children's safety and for the safety of our forklift operators. Thank you for your consideration!
Construction and fire regulations	All construction must comply with the National Board of Housing, Building and Planning regulations (BBR and EKS) and the applicable fire regulations found on the Malmö Exhibition Centre website: https://www.malmomassan.se/for-utstallare/ . Always use a rubber or plastic mallet or similar when working with wire rope. In accordance with the Swedish Work Environment Authority, safety footwear must always be worn where forklift traffic occurs – responsibility for this rests with you as an employer. We have automatic fire alarms in our exhibition halls and the entire premises is fitted with sprinklers. The alarm is connected directly to the emergency services and our smoke detectors are highly sensitive. Call-outs caused by exhibitors will be charged. When the fire alarm is triggered, a siren sounds alternately with spoken messages in Swedish and English, instructing that the building must be evacuated – the assembly point is outside the Main Entrance. IMPORTANT! All decorative materials in the stand must be fire-resistant. When cooking etc., there must be adequate ventilation in the stand. For queries, please contact Jan Torén. All cars and motorcycles must be fully fuelled with a lockable fuel cap, and there must be a fire extinguisher in every vehicle stand. Exhibitors wishing to use LPG must notify Martin Herrlin on 070/45 45 048 at least 2 weeks before the exhibition for further instructions. LPG and other pressurised vessels may not be stored inside the exhibition halls overnight. For any use of open flames or handling of flammable liquids, the technical manager at Kista Exhibition Centre, Martin Herrlin 070/45 45 048, must be contacted.
Access to the premises	During move-in, exhibitors have access to the premises through the goods entrances at designated times. The main entrance is only open during the event days.
First aid	First aid equipment is available in the exhibition halls and at the Service Centre. The Service Centre also has a defibrillator, fire blanket, rest room, etc.
Goods handling	Goods arriving at the exhibition will be transported to the designated stand at a cost. The same applies to outgoing goods left at the stand. These costs will be invoiced to the exhibiting company afterwards. Forklift assistance is ordered from the Technical Department on-site. If you have machinery or other materials weighing more than 1 tonne, please contact Malmö Exhibition Centre / Nordic Exposervice at least 1 week in advance. Assistance with goods packing can be ordered by contacting: telephone: 08-410 356 60 or e-mail info@nordicexposervice.com , no later than 2 weeks in advance.
Hot work	For works such as welding, cutting, etc. that fall under the hot work regulations, a permit must be obtained from the exhibition management / fire safety officer. Please contact the fire safety manager at Malmö Exhibition Centre, Martin Herrlin 070 45 45 048, martin.herrlin@easyfairs.com . A smoking ban and ban on open flames apply in our halls.

Move-in / loading yard	Always park your vehicle / trailer in the designated area. It is not permitted to drive or roll vehicles or trailers into the exhibition halls — please follow instructions from our parking attendants. On the final day of move-in, aisle carpet laying / aisle painting begins. After 17:00 on that day, the aisles must be kept clear of goods, rubbish, and packaging to facilitate completion of this work.
Check your stand	Check the size and equipment of your stand. If anything is incorrect, please contact our Service Centre, which will assist you with additions and supplementary orders.
Storage of empty goods / packaging	Empty goods and packaging must be labelled with the stand number and name on the designated form. Empty goods are stored during the exhibition opening period at a cost. This cost will be invoiced to the exhibiting company afterwards.
Painting	The basic construction for exhibitions at Malmö Exhibition Centre is, as standard, built with timber walls, or alternatively flexible metal frames (of the beMatrix brand). Please check what applies to your event. For basic construction with metal frames: It is not permitted to paint or wallpaper the stand walls. Should this not be respected, or if the walls are otherwise deemed to be damaged (according to Malmö Exhibition Centre / Nordic Exposervice), the exhibitor will be charged. For basic construction with timber walls: The walls are roughly touch-up painted in white, with the caveat that some blemishes may exist. For a finer finish, we recommend ordering painting unless the walls are to be covered with another material. Paint products containing organic solvents may not be used.
Parking	Parking is available in adjacent car parks such as the Exhibition Centre car park and Emporia car park (Event parking is available on the 2 upper floors).
The restaurant	The restaurant accepts orders for lunch vouchers. These entitle the holder to use them at all restaurants. The vouchers are items of value and the costs are linked to the ordering company. On the last day of the exhibition, unused vouchers must be returned to the restaurant. To order vouchers, contact lotta.bronmark@malmomr.se or call 040 642 10 05. Our restaurateur holds food and alcohol licences for our premises. It is therefore not permitted by law to offer alcoholic beverages or food at the stands unless ordered through our restaurateur.

Things to consider during the event

Access to the premises	IMPORTANT! The main entrance is only open during the event's opening hours — at all other times, exhibitors are directed to the goods entrance.
Cloakroom	The cloakroom is generally open during the event's opening hours. Please check what applies specifically to your event.
Music	Please note that each exhibitor is personally responsible for all music played publicly at their stand during the exhibition. Where applicable, this must be reported to and regulated with the Swedish Composers' International Music Bureau (STIM), the Swedish Artists' and Musicians' Interest Organisation (SAMI), and the International Federation of the Phonographic Industry (IFPI). Contact information: STIM, 0200-11 03 01, licens@stim.se ; SAMI, marknad@sami.se (if you are not a contract customer), kund@sami.se (if you are already a contract customer).
Parking	You may purchase a parking ticket for one or more days at a time at the parking payment machines.

Post / parcels	Parcels will be delivered to the stand as soon as possible after receipt. If the stand is unattended, the parcel will be left at the stand and responsibility transfers to the exhibitor. The postal service asks exhibitors to send any parcels 2–3 days before the exhibition opens. A sorting and distribution fee applies.
Service Centre	The Service Centre opens in the morning at the same time as exhibitors gain access to the premises and remains open until the event closes for the day. On the move-out day, it is also open for the first hour of move-out
Cooking smoke and fumes	If you plan to, for example, cook in a manner that produces cooking fumes, or to use a smoke machine, you must obtain a permit for this and some form of extraction / ventilation may be required. Contact Martin Herrlin on 070 45 45 048 or martin.herrlin@easyfairs.com.
Cleaning	The exhibition is responsible for general cleaning. Stand cleaning can be ordered via stand services at the Service Centre and is subject to a charge. We ask that all stands be cleaned well in advance of the exhibition opening, but no later than 20:00 on the evening before the exhibition opens.
Exhibitor badge	Please note that your exhibitor badge must always be worn visibly to ensure that only authorised persons are on the premises.

Things to consider during move-out

End of event	It is not permitted to dismantle stands before the time the event officially closes on the final day. The stand must be staffed until this point. Failure to comply will result in a penalty of 10,000 SEK charged to the exhibitor. During the first 15–30 minutes after the exhibition closes, visitors are cleared from the premises — during that time, it is not permitted for safety reasons to bring empty goods vehicles into the exhibition halls. For safety reasons, the goods gates are also not opened during this time. The exhibition aisles must be kept clear so that goods handling can commence as quickly as possible once all visitors have left the halls. To ensure this runs as smoothly as possible, please fully pack up your stand before collecting your vehicle, trailer or lorry.
Waste	Exhibitors are responsible for removing and sorting their own waste from the stand. We charge 450 SEK/hour for heavy cleaning and 300 SEK/m ³ for sorted waste left behind. Environmental stations: During move-in, move-out and opening hours, environmental sorting stations are placed in the hall. Metal and larger timber materials must be sorted on a pallet; other smaller combustible waste must be disposed of in the bins provided by the exhibition. All waste is sorted at our contractor's (Carl-F) facility.
Goods collection	All goods must be packed and collected within the designated move-out period. Goods not collected will be charged per cubic metre per commenced week. The exhibitor is personally responsible for booking transport of their goods. Malmö Exhibition Centre / Nordic Exposervice accepts no responsibility for goods before, during, or after the event!
Service Centre	The Service Centre remains open for 1 hour after the event has closed on the final day.
Cleaning	At some events, stand cleaning is included in the stand package, but sometimes you need to order stand cleaning if required. Contact the Service Centre if you wish to arrange cleaning.
Exhibitor badge	Please note that your exhibitor badge must always be worn visibly to ensure that only authorised persons are on the premises.
Plants	Plants are available for hire and purchase. Contact Nordic Exposervice.