



WORLDWIDE

2018

2nd Annual Strategic Summit for the Advancement
of University Excellence in all its Forms

EXHIBITOR SERVICES MANUAL

EXHIBITORS SERVICES MANUAL

Name of Company (Exhibitor):

Name of Contact Person:

Company Address:

Telephone number: _____ Fax number: _____

E-mail address: _____

**We acknowledge receipt of the Exhibitor's Service Manual for
"QS Worldwide 2018" Exhibition**

Signature / Company stamp

Date

Please return this page by fax or email upon receipt of this Exhibitor Services Manual to:

QS EXHIBITION 2018

QS Asia Quacquarelli Symonds Pte Ltd

20 Sin Ming Lane # 02-61

Midview City, Singapore 573968

Tel: (65) 6457 4822 Fax: (65) 6457 7832

Attention: Ms. Lena Tan / Ms Ashley Wong

Email: lena@qs.com / ashley@qs.com

CONTENT

The Exhibitor Manual outlines all of the logistical details that will help you to have the most productive exhibiting experience. There can be a lot to do- but the information provided will help you plan your participation in the upcoming QS WORLDWIDE 2018 Exhibition in a timely, cost-effective manner.

You should have a full set of the Exhibitor Services Manual, which comprises of the following:

INFORMATION / SCHEDULES

Contact details

Checklist

General Information

In-Hall Operations Schedule

Rules & Regulations

Exhibition Hall Floor Plan

Exhibitor Profile Form (refer to Appendix)

Note:

Exhibitors are strongly recommended to study the contents of this Exhibitor Services Manual carefully and act on all relevant matters promptly so that your requests can be processed smoothly. Please remember to make a copy of the orders forms for your reference before submission.

ORGANIZER:

QS Asia Quacquarelli Symonds Pte Ltd

20 Sin Ming Lane # 02-61
Midview City, Singapore 573968
Tel: (65) 6457 4822 Fax: (65) 6457 7832

Ms. Lena Tan

Events Manager

Tel: (65) 6457 4822
Fax: (65) 6457 7832
Mobile: (65) 9005 4254
E-mail: lana@qs.com

Ms. Ashley Wong

Administrative & Events Assistant

Tel: (65) 6457 4822
Fax: (65) 6457 7832
Mobile: (65) 8188 4305
E-mail: ashley@qs.com

For all enquiries on build & technical matters, please contact:

OFFICIAL STAND BUILDER / CONTRACTOR:

AXIS Consulting
Tel: +74955085919

Polina Shevskaya

Mobile +79258894209
polina@axis-consulting.com

For all **freight forwarding** enquiries, please contact:

OFFICIAL FREIGHT FORWARDER:

BTG Expo GmbH (Frankfurt/Main, Germany)

Mr. Jakob Unruh

Tel: +49 69 408 987 109
E-Mail: Jakob.Unruh@btg-expo.com

Please contact Jakob as soon as possible and provide following information:

1. Commodity of goods
2. Quantity of pieces
3. Dimensions of pieces
4. Weight per piece

Please refer to below for points regarding customs clearance:

1. **Do not send any shipments with courier services (DHL Express, UPS, Fedex,). In most cases they are not able to provide the customs clearance.**
2. Final import is possible only for classic advertising material: brochures, Leaflets, catalogues, pens, bags, etc. The most types of exhibits have to be declared for temporary import and has to send back after the exhibition.
3. The duties and taxes in Russia are quite high and it's not possible to send back any material which was cleared for final import, so take just the necessary minimum of products for shipping.
4. Customs clearance of any kind of foodstuff or drinks is not possible or too complicated and expensive. You can buy all necessary stuff in Moscow's modern supermarkets.

Transit time of shipments:

1. BTG will require at least three working days to arrange for the pickup and delivery of your shipment from the Domodedovo (DME) airport to RUDN University.
2. For transit time of ocean freight, please send an individual request. In generally it can take around 2 months from dispatch in country of origin and delivery to the stand.

For prices, rates, terms, regulations and further information, please contact Mr Jakob Unruh (BTG) for more details.

IMPORTANT

All compulsory forms must be completed and returned by exhibitors, even if the services are not required or not applicable. For services not required, simply indicate **“Not required”** across the forms. Late submission of forms will result in non-guarantee of requested services.

Exhibitors who purchase spaces after the stipulated deadlines are to return the forms **immediately**.

Orders are valid only when accompanied with payment received in **FULL**.

Orders without payment will not be entertained.

GENERAL INFORMATION

THIS EXHIBITOR’S SERVICE MANUAL FORMS A PART OF THE TERMS & CONDITIONS STATED IN THE CONTRACT FORM.

Operations/Event schedule

Build-up : 20 May 2018 (Official Build Contractor: AXIS Consulting)

Exhibitor Registration & Move-In : 21 May 2018 15:00 – 19:00

Exhibition : 22 May 2018 09:00 – 17:00
23 May 2018 09:00 – 16:30

Teardown : 23 May 2018 16:30 – 19:30

Admission

22 May 2018 Open to delegates

23 May 2018 Open to delegates

Stand cleaning

The Organizer provides general cleaning of stands and gangways. All exhibitors are responsible for their own removal of bulky stand materials or crates/pallets during exhibition build-up and teardown. Exhibitors are reminded not to obstruct the gangways with their exhibits during the build-up. The Organizer reserves the right to invoice any exhibitor for any removal of excessive stand materials that are left behind by them.

No crates, cartons or packing materials are allowed behind exhibitor's booths along the walls of the exhibition hall.

Security

General hall security will be provided by RUDN University during the build-up, event days & teardown. However, RUDN University will not be liable for any loss or theft. It is the responsibility of the exhibitors to ensure that their valuables, i.e. money, handbags and wallets are kept in lockable cupboards (out of sight and reach) and are removed from the hall daily. The exhibitor is fully responsible for any item lost or stolen at their own booth and it is the exhibitor's responsibility to contact the police to make any report.

Indemnity

The exhibitor will be responsible for all damage caused either to the venue or any other part of the complex by any person in attendance at the event on behalf of the exhibiting entity or any external contractors engaged by the exhibitor for the event. The exhibitor shall pay immediately the venue for the cost of rectification of any damage.

Insurance

Please be advised that the exhibitor is responsible for any injury sustained by any person(s) while working or visiting the exhibitor's booth during this period. All exhibitors are advised to take up insurance coverage against theft or loss of goods and third-party injury.

Food & beverage

The venue owner does not permit any outside catering within their premises.

Power supply & general lighting

The Organizer will provide general hall lighting during the exhibition period.

Supplies to stands will be switched off at source 30 minutes after the exhibition closes each day.

Exhibitors requiring 24 hours supply must indicate their request in writing. Any additional costs incurred will be borne by the exhibitor.

Electrical installations & fittings

Please note that only the official stand-builder/technical Services Provider can execute electrical wiring/fittings in the booths/hall.

Exhibitors and independent contractors must note that **all power outlets are for single machine/product use**. These power outlets are not allowed to be used for illumination purposes (e.g., spotlights/downlights affixed in existing display showcases, etc.). **USAGE OF MULTI-PLUGS AND EXTENSION CORDS IS STRICTLY PROHIBITED**. All space-only stands need to order for main power from the official contractor, AXIS Consulting.

The Organizer reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe.

Exhibitor badges

Each exhibition booth will be entitled to complimentary exhibitor badges, based on package entitlement. Badges **must be worn at all times** during this period. For security reasons, all badges are **strictly non-transferable**.

Exhibitor Profile in QS Worldwide 2018 Conference Program Book

All exhibitors will receive a free 50-word profile listing in the Conference Program Book.

This book is the official conference program and exhibition guide. Every delegate will be given a copy of the Conference Program Book and it will be circulated in the press and distributed widely for publicity purposes.

Please email your university's profile to Ms Ashley Wong at ashley@qs.com by the given deadline so that we can include it in the program book.

Accommodation

QS Worldwide 2018 has negotiated for special rates with our two official hotels that are within reasonable proximity of the conference venue. To enjoy this special rate, please select from the two hotel options and make your online reservations accordingly.

Please refer to the list of official hotels here: <http://qsworldwide.org/2ndww/official-hotels/>
All late reservations will be subjected to availability at a higher room rate.

Passport Validity

Prior to your travel, please ensure your passport has a validity period of at least six (6) months from the date of entry and a valid visa (if applicable) to Russia.

Visa Check Requirements

Please refer to this [link](#) regarding all visa requirements.

If you require our assistance to issue an invitation letter, please send an email titled "QS WORLDWIDE 2018 – Request for Invitation Letter" to events@qs-asia.com.

IN-HALL OPERATIONS SCHEDULE

BUILD-UP PERIOD	DATE	TIME
Build - up	20 May 2018	
Exhibitor registration & move-in	21 May 2018	15:00 – 19:00

EXHIBITION OPENING PERIOD	DATE	TIME
Exhibition	22 May 2018	09:00 – 17:00
Exhibition	23 May 2018	09:00 – 16:30

TEAR-DOWN PERIOD	DATE	TIME
Exhibitor moves out of the hall / Teardown	23 May 2018	16:30 – 19:30

**The above timing is accurate at time of print and is subject to change.*

Note:

1. No late work is permitted. Independent stand fitting contractors must complete their work according to scheduled list. Overtime work may not be permitted, and if permission is sought from the Organizer, the contractor has to pay the hall owner the required overtime charges.
2. All exhibits must be in place by **20:00 on 21 May 2018**. Please have all crates and cartons unpacked rapidly so they may be removed to storage to keep the aisles clear.
3. Exhibitors will be allowed in the exhibit hall 30 minutes before it opens and may also leave 30 minutes after closing.
4. Exhibitors may begin to pack materials, supplies and literature when the exhibit closes at **16:30 on 23 May 2018**. It is strictly forbidden to begin dismantling before this hour.
5. All display materials must be cleared from the exhibit hall by **19:30 on 23 May 2018**. Should an exhibitor fail to remove their exhibit, the Organizer reserves the right to remove it at the exhibitors' expense.
6. Should exhibitor be engaging third party contractor, the set-up timing is from 00:00 – 06:00 for noisy work the set-up can continue during daylight hours, subject to complying with “no noise” (drilling, hammering, cutting etc.) rule and ensuring the exhibition area is maintained clean and in an orderly manner.
7. **Internet access**
Complimentary Internet access will be provided for delegates at exhibition area throughout the whole event.

Rules & Regulations

The rules and regulations listed below are designed for the protection of all exhibitors. Exhibitors and their appointed agents/contractors must observe the rules and regulations stated in this Exhibitor Manual.

Default in Occupancy

Any exhibitor failing to occupy the contracted space is not relieved of the occupation or payment of the full rental of such space. Unoccupied space may be repossessed by the Organizer for any purpose as it may see fit.

Reselling/Use of space

The exhibitor may not assign, sublet or resell, in whole or in part, their contracted space without prior permission from the Organizer. The contracted exhibitor may share this space with affiliated co-exhibitors, providing that the primary identification on the structure is that of the primary exhibitor. All co-exhibitors must comply with all exhibitor conditions and rules and regulations. The contracting exhibitor will be primarily liable for all financial and performance covenants to all parties involved.

Violations and Penalties

Substantial violations of any of these rules and regulations by the exhibitor, shall make the exhibitor liable to forfeit their payment to the Organizer. Please make sure to contact the relevant parties with regards to all queries and get the most updated information prior to arriving at the exhibition site.

Upon evidence of any substantial violation, the Organizer may enter and take possession of the space occupied by the exhibitor and may remove all persons and goods at the exhibitor's risk. The exhibitor shall pay all expenses and damages, which the Organizer may thereby incur.

THE ORGANIZER RESERVES THE RIGHT TO PURSUE ANY ACTION IT DEEMS NECESSARY IN THE BEST INTEREST OF THE EXHIBITION AND IN FAIRNESS TO ALL EXHIBITORS.

Liabilities

The exhibitor assumes the full financial liability for damage to the facility or neighboring exhibits caused by the construction of the exhibitor's third party stand structure (other than by AXIS Consulting)

The exhibitor may not apply paint, lacquer, adhesives or other coating to columns, walls or floors of the venue or material provided by the official stand builder on rental basis.

In the event that any part of the exhibit hall or material is destroyed or damaged, the Organizer reserves the right to cease permitting any exhibitor to occupy the assigned space during any period of the exhibition. In the event that occupation of the assigned space during any period of the exhibition is prevented by strike, acts of nature, national emergency or other causes beyond the control of the Organizer, the exhibitor hereby waives any claim against the Organizer, including a refund of rent paid for the period it was prevented from using the space.

Limitation of Liability/Insurance

The Organizer would like to remind the exhibitor of the limits of liability as agreed to on the original signed contract for exhibit space.

The Sponsor assumes responsibility and agrees to indemnify and defend QS and the venue owner and their respective employees and agents against any claims or expenses arising out of the Sponsor's use of the event premises.

The Liability for the Sponsor for any breach of this Agreement, or arising in any other way out of this Agreement, will not extend to any incidental or consequential damages or losses including (without limitation) loss of profits.

In any event, the Organizer accepts and agrees that the maximum liability of the Sponsor under or otherwise in connection with this Agreement shall not exceed the Sponsorship amount payable by the Sponsor under this Agreement. However, if it is determined that any damage or losses have taken place because of negligence of the Sponsor/exhibitor to adhere to the guidelines set in this document, then the Sponsor assumes responsibility of such damages or losses. However, to avoid such a circumstance it is advisable for the Sponsor to take out a single show/exhibition insurance policy at its own cost.

Film and AV Demonstrations / Censorship / Copyrights

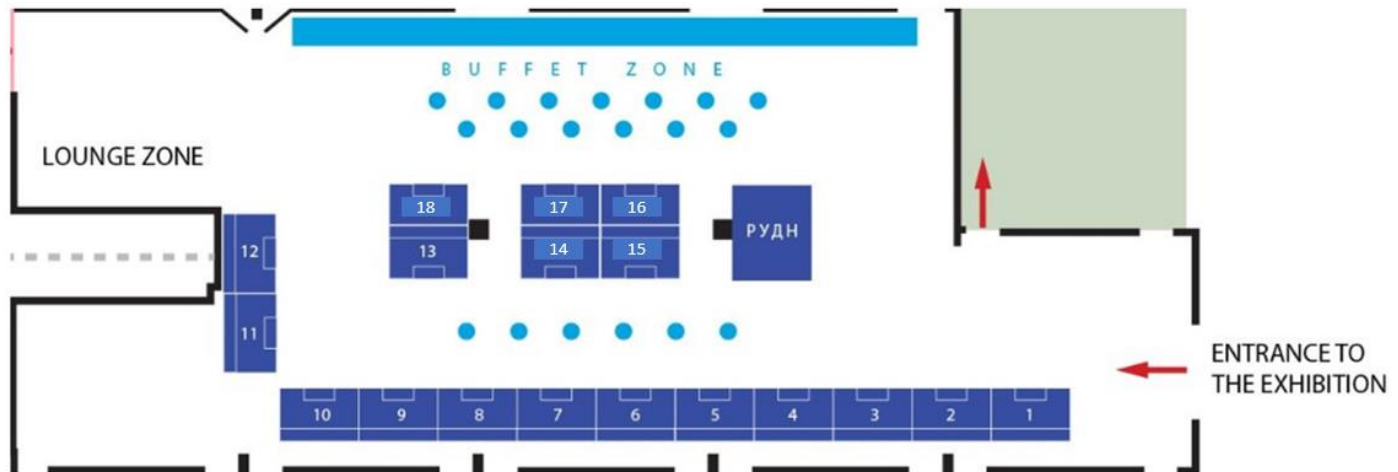
It is the responsibility of the exhibitor who wishes to play audio/visual material at their booth to secure the necessary copyright permit if necessary. The Organizer bears no responsibility for any legal actions, fines, litigation, etc. incurred by any exhibitor who has not obtained the said permit.

Sound levels must be set at a level that will not interfere with or annoy other exhibitors. The Organizer reserves the right to reduce the sound level and/or switch off any audio/visual display that causes complaints. The Organizer's decision is final if such a dispute arises.

Promotion during the Exhibition

Exhibitors are not permitted to place stickers, signs or posters anywhere in the hall other than within their own stand. Likewise, exhibitors' representatives are not allowed to distribute brochures, pamphlets, etc. along the gangways, near entrances/exits and lifts. The Organizer and venue owner have the right to remove anyone flouting this order.

BOOTH LAYOUT PLAN



Smoking Policy

Smoking is prohibited in all indoor public areas, inclusive of foyers, registration counters, meeting rooms, Organizer's office, restrooms, and hospitality and exhibition halls.

A designated outdoor smoking area will be allocated with ashtrays provided. No littering is allowed, and a heavy penalty will be imposed on those caught littering and disposing of their cigarettes inappropriately.

Photography of Exhibits

Photography of exhibits and displayed equipment (other than your own) is strictly prohibited. Please note that other exhibitors have the right to request that photographs are not to be taken without prior permission.

Audio/tape recordings within the exhibit hall or meeting rooms are prohibited. The appointed photographer by the Organizer and the press are exempted from this rule.

Storage

The Organizer is unable to provide storage facilities in the hall for any packing cases, surplus materials or other properties of the exhibitor. Arrangements for its safekeeping must be made with the exhibitor's own third-party freight or build vendor.

Removal of Waste

During the build-up and teardown days of the exhibition the aisles of the hall must not be obstructed with packing and construction materials or debris. "Raw Space" external stand contractors or external stand interior decorators are responsible for removing their own building waste and off-cuts from the site at the end of each day.

At the end of the exhibition, external contractors must remove from the site all the materials, especially the double-sided carpet tape used on their clients' stands, by the hours stated in the "In-Hall Operations Time-Table".

Operation of Stands / Conduct and Behavior

All exhibition stands must be fully staffed and operational throughout the opening hours of the Exhibition. Exhibitors must not participate in any activity that causes, or is likely to cause, annoyance to visitors or other exhibitors.

All activities of the exhibitor and the exhibiting staff must be confined to the stand or site allocated. No advertising or canvassing for business may take place elsewhere in the exhibition hall. This includes the distribution of leaflets, brochures, journals, etc.

Force Majeure

The exhibition may be postponed, shortened or extended due to any cause whatsoever outside the control of the Organizer. In such an event, the Organizer shall not be responsible for any loss incurred by the exhibitor directly or indirectly attributable to the elements of nature, force majeure or orders and directives by any governmental authority, and fees paid by the exhibitor, in full or any part thereof, are refundable at the sole discretion of the Organizer.

Authority of Premises

In the event of any problems or disputes on-site, the decision of the Organizer, being lessee of the premises, will be final. The Organizer also reserves the right to amend any earlier decision made in order to meet and satisfy any unforeseen or prevailing circumstance for the benefit of the Exhibition and concerned parties.

Payment of Exhibition Space

No exhibitor may begin stand construction or move their exhibits into the hall or surrounding area until the Organizer has received full payment.

Electrical Supplies and Installation

If you require your lighting or power points to be positioned in specific locations on your stand please mark on the Grid Plan. If you do not indicate positions, the lighting fixtures will be fixed in positions thought appropriate by AXIS Consulting and any changes will incur charges.

For safety reasons and the protection of electrical installation at the exhibition premises, all power installations from source to outlet (exhibition stands) must only be carried out by the appointed Technical Services Provider, AXIS Consulting. All distribution boxes where required and deemed necessary by the technical services provider will be hung or mounted on the walls or structures of the stand. Please inform your stand contractor about the positions where such distribution boxes can be mounted. Any deviation from this regulation will only result in supplies not being switched on until the exhibitor submits in writing to the Organizer or the technical services provider to discharge us from any liability whatsoever. The Organizer seeks your kind cooperation in this matter, as it is beneficial to all parties concerned.

Each electrical supply provided is intended for one equipment or machine on display. Multipoint socket outlets are not permitted as an overload may be caused, leading to a trip in the incoming power supply. Severe trips may take hours to rectify, thereby causing inconvenience to all exhibitors.

No electrical installation or fittings may be suspended from the ceiling of the hall or fixed to any part of the building structure without the prior permission from the Organizer and the venue owner. If permitted, a fee may be levied.

AXIS Consulting (in consultation of the Organizer) reserves the right to disconnect electrical supply to any installation not supplied and fitted by them from your stand, which in the opinion of the electrical/safety officer is dangerous or will cause annoyance to visitors or to other exhibitors.

Please place orders early to facilitate submission of electrical plans to the relevant authority for approval. Late or wrong orders will cause delays in the supply to your stand. Please note that the physical conditions of the exhibition, being different from those of the exhibitor's premises, may affect the electrical supplies and installations and thus allowances must be factored into the orders made.

Requests for any item not listed in the form can be directed to the technical services provider, AXIS Consulting.

Stand Construction

Exhibitors and their contractors must take note and adhere to the timings for the build-up and teardown periods stated in the in-hall operations schedule when preparing and constructing their stands and exhibiting displays.

The Organizer has appointed AXIS Consulting, as the official stand builder for all shell scheme package stands.

An exhibitor may employ a contractor of its choice to construct stand interiors and any free-standing display or fixture that may be required, subject to the following rules and regulations:

Exhibitors are responsible for the cost of restoring any damage or dilapidation to the stand structure, floor covering, light fitting, or any part thereof, caused by themselves, their agents or by any person employed or engaged on their behalf.

No additional fittings or displays, including additional name boards, covers, logos, balloons, etc., are to be attached, nailed, screwed or drilled to the stand structure provided by the official stand builder. If this instruction is ignored, the official stand builder (AXIS Consulting) reserves the right to charge the exhibitor or contractor concerned for any damage to their materials.

The official stand builder (AXIS Consulting) may provide assistance in hanging or displaying exhibits on the stand structure whenever possible. Please consult them if you require their assistance. Any cost incurred will be borne by the exhibitor.

No painting, wallpapering or pasting on panels is allowed. Exhibitors who wish to have such works done on the panels must inform the official stand builder, who will provide a quotation and carry out the work. Any double-sided or adhesive tapes belonging to the exhibitor or contractor **must be removed from the panels after the exhibition before leaving the premises.**

No financial credit or item-exchange will be given by the Organizer or the official stand builder (AXIS Consulting) for any shell scheme package items not utilized.

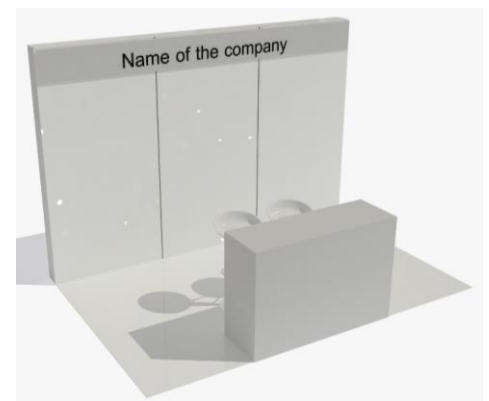
Shell Scheme Exhibitors

AXIS Consulting has a complete range of furnishings, stand fittings, AV, graphics and lighting to decorate and make your stand exclusive. **Please ensure that any standard items hired by you for the exhibition are supplied by the official contractor- AXIS Consulting.**

All standard items supplied by other contractors are not authorized and may be removed from your stand. All standard items are supplied by the official contractor – AXIS Consulting and are on a rental basis.

All shell scheme packages include:

- 1 X Table
- 2 X Chairs
- 1 X Waste paper basket
- 1 X company name on fascia board including the stand number
- 3 X 100W spotlights
- 1 X power socket.



The infill fascia is 200mm deep. The exhibitor's name and stand number will be in 180mm capital lettering and fixed directly to the fascia board.

Fascia board names are to be submitted to Polina Shevskaya (polina@axis-consulting.com) directly via email **as soon as possible**. Deadline for board names submission May, 14th 2018.

Please ensure the below is being adhered to in order to avoid any charges for any damage caused:

- a. No additional fitting or display, including additional name board, cover, logo, balloon, etc. shall be attached, glued, nailed, screwed or drilled to the shell scheme booth structure. The official stand contractor AXIS Consulting reserves the right to charge the exhibitor / contractor for any damage caused. If you require assistance in hanging or displaying your exhibits, please consult the official stand contractor.
- b. No painting, placing printed graphics or wall papering of the shell scheme panels is allowed. Exhibitors who wish to change the colour of their panels or have a graphic print incorporated must inform the official stand contractor who will provide a customized quotation.
- c. No part of any structure or exhibit may extend beyond the boundaries of the space allocated.

Ensure that electrical products are in good working condition. Only **ONE** double adapter per power point is allowed. Multi-way adapters are not allowed. No venue property shall be damaged and exhibitors responsible for this will be held liable for any damages. Any item of display may not project over the frontage of the stand space or be allowed to encroach into aisles.

The following applies specifically to space-only stands: Please ensure that your display is of a high and acceptable standard. Any exhibit or process which generates noxious or toxic fumes, exhaust or smoke will not be tolerated. In the interest of the exhibition as a whole, it may be necessary to remove or alter something in a stand if the Organizer feel this action must be taken. This will be at the expense of the offending exhibitor.

Graphics and Signage

AXIS Consulting can provide you with graphics and signage's should you require any. Please do advise your requirements so that a quote can be provided for the same. Once the graphics are confirmed, the artwork needs to be sent to AXIS Consulting in Hi-Res format in order to print. Please fill in the additional order form. Deadline for graphic print submission May, 14th 2018.

Full payment is required before the production/printing of the graphics. AXIS Consulting onsite office will be pleased to provide you with any assistance which you may require. All payments shall be made via bank transfer on company's bank account. All prices will be in Russian rubles, payments to be proceeded in Euros or Rubles according to the currency rate on the day of the payment.

Stand Boundaries and Design Restrictions

Please ensure the design of your stand befits not only your company's standards, but also those of the exhibition. The Organizer reserves the right to disallow stand plans and designs should they be deemed to be inappropriate. Designs must be of acceptable standard.

No exhibitor may place any display material and exhibit or allow a dividing wall or any part of their stand design and fitting beyond their contracted boundary.

Additional Furniture, Lighting, A/V Equipment or Plants

These can be ordered directly from AXIS Consulting. Payment for this additional equipment will be for the customer's account and paid directly to AXIS Consulting before the event.

SERVICES GUIDE OF AXIS Consulting

Please direct any queries regarding services to:

AXIS Consulting

Polina Shevskaya

Mobile +79258894209

polina@axis-consulting.com

Order confirmation & delivery

Once your order has been processed, you will be issued a AXIS Consulting invoice, which is your order confirmation and must be brought to the exhibition along with proof of payment. Your order will be delivered to your stand by the AXIS Consulting, during build-up of the Exhibition.

Deadline for services orders

All orders for services must be received by deadline indicated in order forms.

Payment

No services will be supplied or installed until payment is received in full.