



JOIN US IN
OSAKA, JAPAN
APRIL 5-9, 2009

4.509-4909
www.isakos.com

脛



7TH BIENNIAL
**ISAKOS
CONGRESS**

Call for abstracts online at
www.isakos.com in September 2007.
Abstract submission deadline: March 1, 2008.

EXHIBITORS MANUAL

1. Exhibition Management

For information on the various application forms, please contact the exhibition management company, Congress Corporation:

Congress Corporation

Masahiko Hagiwara (Mr.), *Exhibition Manager*

Kohsai-kaikan Bldg., 5-1 Kojimachi

Chiyoda-ku, Tokyo 102-8481, Japan

Tel: +81-3-5216-5551

Fax: +81-3-5216-3115

Email: isakos09-exhibit@congre.co.jp

2. Declaration of Regulatory Compliance

The enclosed Exhibit Form A (Declaration of Regulatory Compliance), duly completed and signed by a legal representative of the Exhibitor Company, must be sent to Congress Corporation by March 1, 2009.

3. Requests for Participation

All requests to participate in the Exhibition must be addressed to ISAKOS. For further details, refer to the *Exhibitor Prospectus & Sponsorship Opportunities* available online at www.isakos.com.

4. Allotment of Exhibition Spaces

Please submit applications for exhibition spaces directly to ISAKOS using the Exhibitor Contract in the *Exhibitor Prospectus & Sponsorship Opportunities* available on line www.isakos.com.

Exhibiting companies will be allotted an open space with no walls or furnishings provided. You can order walls, furnishings, carpets and power directly through the exhibition management company, Congress Corporation, and its affiliates as indicated in this manual.

5. Location

The Exhibition will be located at the Osaka International Convention Center (OICC, Nakanoshima 5-3-51, Kitaku, Osaka 530-0005, Japan, www.gco.co.jp). The exhibition venue is the Event Hall on the 3rd floor of the OICC. The Event Hall is a 2,600-square-meter room with a 9.4 meter-high ceiling and no obstructing pillars, which creates a very open space.

Carpet..... Tile Carpet (Rose Pink)

Ceiling Height 9.4 meters

Columns..... No obstructing pillars

All exhibiting companies are required to adhere to the Osaka International Convention Center Guidelines regarding use of exhibition facilities (Enclosure A).

6. Tentative Exhibition Schedule

Below is the preliminary schedule for the Exhibition. All times are subject to change.

	Exhibit Installation	Exhibitor Registration	Exhibitor Access to Exhibit Hall	Exhibit Hours	Exhibit Dismantling
Friday, April 3	08:00-17:00		08:00-17:00		
Saturday, April 4	08:00-17:00	14:00-17:00	08:00-17:00		
Sunday, April 5		07:00-17:00	07:00-20:30	10:00-16:00 & 18:00-20:30	
Monday, April 6		07:00-17:00	07:00-17:00	08:00-16:00	
Tuesday, April 7		07:00-17:00	07:00-17:00	08:00-16:00	
Wednesday, April 8		07:00-17:00	07:00-20:00	08:00-16:00	16:00-20:00
Thursday, April 9			08:00-15:00		08:00-15:00

The installation and dismantling of exhibits must be completed according to the above schedule. Exhibitors requiring additional time must submit a written request to ISAKOS (exhibits@isakos.com) by March 1, 2009.

ISAKOS and Congress Corporation reserve the right to modify access times and access rules for the exhibition area, even during the Congress, with advance notice to exhibitors.

7. Shipping and Customs

Each exhibitor is required to fulfill customs formalities regarding equipment and products of foreign origin. The exhibitor's shipping company must arrange all shipping and customs clearance requirements. ISAKOS and Congress Corporation cannot be held responsible for any difficulties arising from these formalities and accepts no responsibility for any delay or problems caused by custom formalities.

Congress Corporation cannot accept any shipment directly from an exhibitor and is not liable for any damage caused by late shipments or failure to clear customs. In the event of a difficulty with customs clearance, contact the official shipper, as neither ISAKOS nor Congress Corporation can take responsibility for the customs clearance of goods and will not undertake any administrative issues in this regard.

For additional shipping instructions and custom clearance procedures, please see Enclosure B.

The official freight forwarder for the ISAKOS Congress is as follows.

Kintetsu World Express Sales, Inc.

Attn. Hirokazu Tokunaga (Mr.), Kansai Sales Dept.

Kintetsu Namba Bldg.

Namba 4-1-15, Chuo-ku

Osaka 542-0076, Japan

Tel: +81-6-4396-5260

Fax: +81-6-6641-1710

Email: hirokazu.h.tokunaga@jp.kwe.com

Kintetsu World Express Sales, Inc. offers the following services:

- Planning and supervising of inbound and outbound shipping to and from the exhibition
- Supervising and advising on imports to Japan
- Import clearance of goods upon arrival in Japan
- Special arrangements for loading, unloading, storage, and installation at the site
- Return shipment to the country of origin
- Arranging local delivery upon request and waste disposal

The deadlines for the arrival of **general cargo** at the local ports of entry are shown below:

- **LCL Sea freight** consignments must arrive at the **Port of Osaka by March 21, 2009.**
- **FCL Sea freight** consignments must arrive at the **Port of Osaka by March 21, 2009.**
- **Airfreight** consignments must arrive at **Kansai International Airport (KIX) by March 26, 2009.**

The deadlines for **non-approved products**, such as those requiring a license at the local port of entry, are:

- **LCL sea freight** consignments must arrive at the **Port of Osaka by March 4, 2009.**
- **FCL sea freight** consignments must arrive at the **Port of Osaka by March 4, 2009.**
- **Airfreight** consignments must arrive at **Kansai International Airport (KIX) by March 4, 2009.**

Importation of medical equipment

In order to import medical equipment into Japan, an importer must be a company registered in Japan. The importer must obtain a Certificate of Pharmaceutical Compliance for the equipment from the Ministry of Health, Labour and Welfare of Japan (MHLW).

This license is a special import permit applicable to exhibition displays only and must be obtained prior to the importation. Licenses obtained for previous exhibitions of a scientific meeting or other trade fairs in Japan cannot be reused. A separate new license is required for this specific ISAKOS 2009 Congress Exhibition.

To apply for this license, it is recommended to ensure that the cargo containing this equipment reaches Japan by March 4, 2009, to allow one month of preparation and application for this license. You can apply to the MHLW for this license only after the arrival of your cargo into Japan, so this is the optimum arrival time to allow for this process. In case the cargo would arrive in Japan later than March 4, 2009, all possible efforts will be made, but timely delivery to the venue may be affected.

Note that any shipment of medical equipment lacking this license will be rejected by Japanese customs. Equipment accompanied by the license can be imported and can be displayed to visitors; however, it cannot be sold or given away as a sample.

Please note the designated forwarder, Kintetsu World Express Sales, Inc., cannot provide support for this application to the MHLW. However, you may contact Congress Corporation for assistance.

The label on each package must display the following:

ISAKOS BOOTH NO. <u>000</u> EXHIBITOR NAME: <u>00000 Ltd.</u> C/NO. <u>1 – UP</u> MADE IN <u>00000 (Country)</u>
--

After receiving the import permit, the cargo will be in storage at the following designated warehouse.

Network Corporation
Meishin-guchi 1-5-2, Toyonaka
Osaka 561-0841, Japan
Attn: Mr. Yoshihara
Tel: +81-6-6862-5849 Fax: +81-6-6862-6606

All exhibiting companies must ensure that their cargo arrive at the designated storage site, Network Corporation, by Wednesday, April 1, 2009.

8. Installation & Removal of Exhibits

ISAKOS 2009 is adopting a coordinated installation and removal process. Coordinated installation fees for foreign cargo utilizing the official forwarder, Kintetsu World Express, are included in the cargo-handling fee.

Coordinated installation and removal process for the ISAKOS 2009

Step 1. Submission of Application

Complete the necessary form C (Carry-in & Removal Methods) and send it via fax to the official forwarder by **March 1, 2009**.

Step 2. Shipping (Paid by Exhibitor)

Enter total number of items, the exhibitor name, and the booth number on the shipping labels and attach a label to each item for shipping.

Step 3. Coordinated Delivery and Installation (April 3 and 4)

Items will be delivered to each exhibitor's booth from the designated depot. Exhibitors are requested to be present at the venue after **10:00 on April 3, 2009**, to monitor the arrival of items.

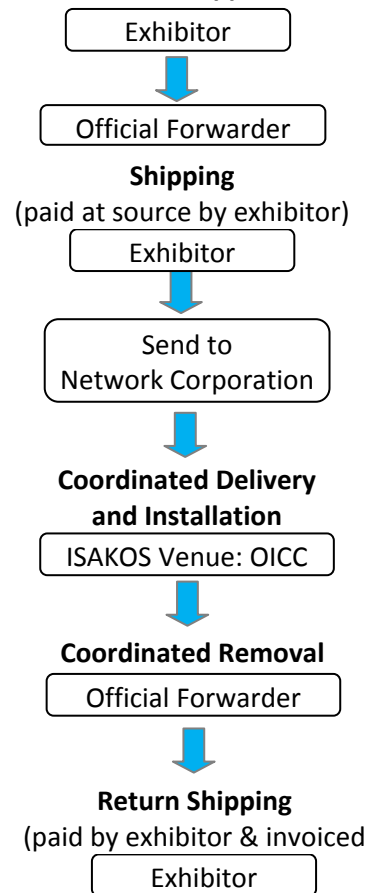
Step 4. Coordinated Removal

Shipping vouchers will be distributed during exhibition. Once items have been packed, please attach a shipping voucher with the return address. Staff from the forwarder will visit your booth to collect them. Note: Exhibitors are responsible for packing.

Step 5. Return Shipping (Paid by Exhibitor, invoiced at later date)

Items will be returned to the address specified. The designated contractor will issue and invoice for the removal fee.

Submission of Application



9. Setup of Exhibition Spaces

Exhibitors will have access to their exhibition spaces for setup on the following days:

Friday & Saturday, April 3 & 4, 2009, 08:00–17:00

This timetable must be strictly observed. Exhibitors requiring additional time must submit a written request to ISAKOS (exhibits@isakos.com) by March 1, 2009. Please note that the above schedules might vary as the scientific program evolves.

10. Setup of Exhibition Booths

Exhibitors must make their own cargo transport arrangements at their own expense.

Note that the load-bearing capacity of the exhibition hall is 1,000 kg/sq.m. Do not exceed this capacity when unloading and carrying in items.

Fire Prevention Regulations for Display Materials

- All plywood, hardboard, printed plywood, and laminated panels used in the venue must be rendered flame-resistant.
- All inherently flammable materials such as flags, banners, blackout curtains, screens, and floor coverings (including carpets and imitation turf) must be professionally treated to render them inflammable before they are brought to the venue. It is forbidden to spray fireproofing chemicals onsite.
- When a thin layer of cloth or paper is fully applied to nonflammable plywood, the plywood and paper/cloth together are considered to be nonflammable plywood. However, if a thick layer of cloth or draped paper is applied to the same type of plywood, the plywood and paper/cloth together are considered flammable. In this case, the paper/cloth must be pretreated to render it nonflammable.
- Avoid using petrochemical products such as polyurethane, acetate, polystyrene, Styrofoam, acrylic, and nylon. However, products with an oxygen index of 26 may be regarded as noncombustible and may be used for booth decoration.
- The use of open flame, smoke, smoke machines or neon lighting for booth decorations is not allowed.
- If you plan to import any display materials, you must first provide Congress Corporation with documentation in advance certifying that such materials are noncombustible.

ISAKOS and Congress Corporation have the right to remove any equipment they deem dangerous or unhealthy and to remove any installations likely to detract from the general appearance of the Exhibition.

For further information, please contact Congress Corporation.

11. Dismantling of Exhibition Spaces

Exhibitors must not begin dismantling until Wednesday, April 8, 2009, at 16:00. Exhibition spaces must be fully vacated and completely empty by Thursday, April 9, 2009, at 15:00.

Please strictly observe the above terms. Failure to observe these terms will result in Congress Corporation dismantling the booths and storing the materials at the exhibitor's expense.

12. Security & Liability

Independent security personnel will provide protection for the venue in general, but not for any specific exhibit. ISAKOS and its officers, agents, and employees shall not be liable for any act or omission of such security personnel.

We suggest that exhibitors

- never leave their booths unattended during opening hours; and
- cover with a cloth or lock up all exhibited products and equipment each day before closing.

ISAKOS and its officers, agents and employees assume no liability for any damage or injury caused to an exhibitor or property resulting from the condition of the premises or mechanical systems; loss by theft; damage by fire, accident, or any other cause; or any other act of omission or negligence of ISAKOS or its officers, agents, or employees.

13. Insurance

Insurance is compulsory for exhibitors in order to insure against all risks or dangers, including theft, fire, and liability. ISAKOS, Congress Corporation, and the congress venue management (OICC) assume no liability for theft, loss, or damage to the property of an exhibitor or its employees, contractors, agents or business guests.

ISAKOS, its official contractors, and the OICC cannot provide insurance protection to an exhibitor. Exhibitors are responsible for maintaining liability and property insurance in amounts the exhibitor deems adequate. Exhibitors shall, at their sole expense, maintain workers’ compensation insurance throughout the duration of the contract for exhibit space in full compliance with all federal and state laws governing all of the exhibitor’s employees engaged in the performance of any work for the exhibitor. Policies shall name ISAKOS as an additional insured. If so requested by ISAKOS, an exhibitor is required to provide ISAKOS with a certificate of insurance as proof of insurance.

Exhibitors intending to use an outside service contractor must notify Congress Corporation at least 30 days prior to the Congress and provide the names and addresses of regular and supervisory personnel who will be working in the exhibit area during installation and dismantling. Outside contractors admitted to the Exhibit Hall are required to obtain certificates of liability insurance and worker’s compensation insurance.

14. Rules and Limitations

Exhibitors must strictly observe the content of OICC’s Enclosure A – Safety Precautions and Fire Prevention. Exhibitors must forward Enclosure A to their booth designers.

15. Damages

All damages to the building or to a third party (including employees of the exhibitor) caused by the exhibitor or the exhibitor’s employees will be billed directly to the exhibitor.

16. Power Supply

Exhibitors can request electricity service by using the appropriate application forms (Exhibit Forms F-1 through F-4). These forms must reach the designated company, Techno-I Co., by March 1, 2009. A detailed drawing of electrical connection requirements must be submitted together with the application forms.

Exhibitors are responsible for the cost of this service. Congress Corporation and Techno-I Co., Ltd. cannot guarantee power service to booths that do not comply with electrical connection requirements.

Details of Power Supply

- Single-phase, two-wire: 100 VAC, 60Hz
- Single-phase, three-wire: 100 VAC, 60Hz
- Please note that three-phase, three-wire: 200 VAC, 60Hz is available only upon advance request.

Power Supply Schedule

- Friday, April 3 Only on special advance request
- Saturday, April 4 08:00-17:00
- Sunday, April 5 07:30-20:30
- Monday, April 6 07:30-17:00
- Tuesday, April 7 07:30-17:00
- Wednesday, April 8 07:30-16:00
- Exhibitors requiring power on April 3 or outside the above hours should contact Techno-I, Co., Ltd.
- For additional information, contact Techno-I, Co., Ltd or Congress Corporation.

17. Supplemental Services

The following supplemental services are available:

- Furnishings and fittings (tables, chairs, sofas, booth shell modules, etc.)
- Telephone/fax lines, Internet connection, rental of PC and printer
- Electric power supply
- Catering services
- Audiovisual equipment
- Other services (e.g. hostess service, flowers and plants, storage areas, booth cleaning services, etc.)

To obtain the above services, exhibitors should contact Congress Corporation or the designated service providers by March 1, 2009, by using the relevant forms (enclosed) or by submitting a written request for a specific additional service.

18. Payment for Supplemental Services

Exhibitors must submit the required payments to Congress Corporation or other designated service provider for the supplemental services requested according to the terms and conditions set by each service provider.

Full payment must be received in advance to ensure provision of the requested services; failure to pay in full in advance will result in loss of the requested services.

19. Cancellation of Supplemental Services

To cancel a Supplemental Service you have requested, you must submit a written cancellation to Congress Corporation or the respective service provider. The refund policy is as follows:

- Cancellation received before March 25, 2009: 50% cancellation fee applies
- Cancellation received after March 25, 2009: No refund provided

If the Exhibition is cancelled for any reason, exhibitors will be reimbursed only for the amounts already paid.

20. Changes to Regulations and Violations

ISAKOS and Congress Corporation reserve the right to modify any of the established regulations and specifications prior to the official opening of the Exhibition without incurring any responsibility towards the exhibitors. Exhibitors will be informed in writing of any changes.

Exhibitors who fail to respect the rules stated in the general regulations are subject to immediate closure of their booth(s) and forfeiture of any refund. Exhibitors in violation will also be responsible for any additional costs incurred.

21. Specific Requirements of the Congress Venue

OICC specifically requires the following.

- The booth floor can be covered in a manner that does not present an obstacle to access (steps, bumps, etc.);
- Packaging and any other bulky material must be removed from the exhibition area at the exhibitor's expense; the use of common areas and corridors shall be limited to the loading and unloading of goods and their transport inside the congress venue, without obstructing the transit of other vehicles and without blocking passageways;
- Parking in the congress venue is allowed only to vehicles involved in loading/unloading; vehicles must immediately leave the venue following loading/unloading operations;
- The terms stipulated in Enclosure A must be observed;
- For structural reasons booths must not exceed 7.0 meters in height and provide see-through visibility so as not to totally obstruct view of other displays of other exhibitors.
- During setup and dismantling, access to exhibition area is permitted only to vehicles that have been registered with Exhibit Form D, (Identification of Outfitters and Moving Vehicles), for loading/unloading operations and only according to the schedules indicated.

22. Exhibitor Badges

All company representatives must wear unique personalized badges to distinguish them from participants; these badges are therefore for strictly personal use; misuse of name badges is prohibited.

Exhibiting companies will receive a Congress bag and two complimentary admission badges per 3 m x 3 m booth space; all other representatives are required to register at the ISAKOS website. For details including costs, please review the *Exhibitor Prospectus & Sponsorship Opportunities*, which is available online at www.isakos.com.

23. Booth Rental Fees

Exhibitors must make the full payment for their reserved booth(s) according to the budget contracted with ISAKOS (see the rules and conditions in the *Exhibitor Prospectus & Sponsorship Opportunities*) to ensure their admission to the Exhibition.

24. Subletting of Exhibition Space

It is strictly prohibited to sublet all or part of a booth to another company or person without the agreement of ISAKOS.

25. Disputes

Exhibitors are requested to complete and submit to Congress Corporation the enclosed Exhibit Form A (Declaration of Regulatory Compliance) and Exhibit Form B (Insurance) either by fax or as an e-mail attachment by March 1, 2009.

By signing Exhibit Form A, the exhibitor accepts all the regulations stipulated by the ISAKOS 2009 Exhibition. In the event of dispute, the Court of Tokyo shall preside.

Forms & Deadlines

Please complete, stamp and sign the following forms (enclosed) and send them to the party indicated either by fax or as an e-mail attachment by the deadlines indicated.

Submission deadlines

- Exhibit Form G: Catering Services: March 10, 2009
- All other forms: March 1, 2009

Forms			Submit to	
Form A	Declaration of Regulatory Compliance	All exhibitors	Congress Corporation Mr. Masahiko Hagiwara	TEL: +81-3-5216-5551 FAX: +81-3-5216-3115
Form B	Insurance	All exhibitors	Congress Corporation Mr. Masahiko Hagiwara	TEL: +81-3-5216-5551 FAX: +81-3-5216-3115
Form C	Installation and Removal	All exhibitors	Kintetsu World Express Sales, INC. Mr. Hirokazu Tokunaga	TEL: +81-6-4396-5260 FAX: +81-6-6641-1710
Form D	Notification of Outfitter and Moving Vehicle	All exhibitors	Congress Corporation Mr. Masahiko Hagiwara	TEL: +81-3-5216-5551 FAX: +81-3-5216-3115
Form E	ADSL Connection, Telephones, and PC Rental	Optional	Kisse Comtec Co.,Ltd. Mr. Yoshiya Takayanagi	TEL: +81-3-5843-0307 FAX: +81-3-5840-7407
Form F-1	Electrical Work and Equipment Rental	Optional	Techno-I Co.,Ltd. Mr. Yasuori Tanaka / Mr.Hiroki Fujie	TEL: +81-6-6468-3191 FAX: +81-6-6468-3271
Form F-2	System Paneling and System Furniture	Optional	Techno-I Co.,Ltd. Mr. Tanaka/ Mr.Fujie	TEL: +81-6-6468-3191 FAX: +81-6-6468-3271
Form F-3	Optional Furniture Rental	Optional	Techno-I Co.,Ltd. Mr. Tanaka/ Mr.Fujie	TEL: +81-6-6468-3191 FAX: +81-6-6468-3271
Form F-4	Electricity and Rental Electrical Items	Optional	Techno-I Co.,Ltd. Mr. Tanaka/ Mr.Fujie	TEL: +81-6-6468-3191 FAX: +81-6-6468-3271
Form G	Catering Services	Optional	Rihga Royal Hotel Mr. Kenzo Sasaoka	TEL: +81-6-4803-5560 FAX: +81-6-6441-1522
Form H	Hostess Services	Optional	Congress Corporation, Osaka Office Ms. Yukiko Mori	TEL: +81-6-6229-2565 FAX: +81-6-6229-2566

Key Dates & Important Deadlines

March 1, 2009

- Deadline for submission of Exhibit Form A (Declaration of Regulatory Compliance) and Form B (Insurance). Forms must be completed and signed by the legal representative of the Exhibitor.
- Forms must be submitted to Congress Corporation either by fax or as e-mail attachments.
- Forms C, D, and E must be completed, signed, and sent either by fax or as e-mail attachments to Congress Corporation.
- Deadline for submitting optional extra requests.

March 10, 2009

Deadline for submitting Exhibit Form G (Catering Services)

March 25, 2009

Deadline for submitting any required Notice of Cancellation writing. No refund will be made after this date.

April 3, 2009

Delivery of booth materials sent by exhibitors directly to the congress venue, OICC. *No items will be accepted before April 3, 2009.*

April 3–4, 2009

April 3–4 Booth set-up (08:00–17:00)

April 5–7, 2009

April 5 Exhibition (10:00–16:00), Welcome Reception & Exhibition (18:00–20:30), and scientific sessions of ISAKOS Congress (according to final program)
April 6 Exhibition (08:00–16:00) and scientific sessions of ISAKOS Congress
April 7 Exhibition (08:00–16:00) and scientific sessions of ISAKOS Congress

April 8–9, 2009

April 8 Exhibition (08:00–16:00), booth dismantling (16:00–20:00), and scientific sessions of ISAKOS Congress
April 9 Booth dismantling (07:00–15:00) and scientific sessions of ISAKOS Congress