



APAO  
2023

# *The 38<sup>th</sup> Asia-Pacific Academy of Ophthalmology Congress*

---

***Reconnect & Collaborate***

---

*February 23-26, 2023  
Kuala Lumpur, Malaysia*

## EXHIBITOR MANUAL

Host



Co-Host



**MALAYSIAN SOCIETY OF  
OPHTHALMOLOGY**

Supported By



Meet in  
**Malaysia**  
BE Greater, Together.



**APAO Secretariat**

*Hong Kong Office:*

c/o The Chinese University of Hong Kong, Dept. of Ophthalmology & Visual Sciences,  
Hong Kong Eye Hospital, 4/F, 147K Argyle Street, Kowloon, Hong Kong

**Tel:** (852) 3943-5827    **Fax:** (852) 2715-9490

**Email:** [secretariat@apaophth.org](mailto:secretariat@apaophth.org)



## WELCOME

It is with our great pleasure that we welcome you as an exhibitor at the 38<sup>th</sup> Asia-Pacific Academy of Ophthalmology Congress (APAO 2023). The event will be held on February 23-26, 2023, at Exhibition Hall 6 and 7, in Kuala Lumpur Convention Center (KLCC).

This manual contains essential information that will help you to have a smooth and effective exhibition. Please take time to read it through and ensure that service forms are returned as required by their respective deadlines.

We endeavor to maintain rates and prices quoted for all items contained herein. However, there remains the possibility that they may vary.

If you require assistance with the Exhibitor Manual, please contact the Official Contractor: Innogen Sdn Bhd

Email: [apao2023@innogen.com.my](mailto:apao2023@innogen.com.my)

We thank you for your support and look forward to seeing you at APAO 2023

Kind regards,

Asia-Pacific Academy of Ophthalmology

# CONTENT

	PAGE
Congress General Information	3
Congress Location Map	3
Exhibition Hall & Floorplan Layout	4 - 6
APAO congress program overview	7
Exhibition Timetable	8
Important Message	9
Important Contact Information	10
Exhibition Loading Schedule	11
Rules & Regulations	12 - 15
Rules Relating to Decoration & Preparation	16 - 19
Rules & Regulations by Organizer	20 - 22
Moving and Freight Forwarding	23 - 25
KLCC Loading Bay Layout	26
Emergency and Evacuation Procedures	27 - 29
Standard Exhibition Booth & Construction	30
Check List for Admin Forms	31
Compliance Form	32
Online order for services	33
Booth Service (By Innogen)	
Bond & Admin	
Stand Design Appraisal	
Fascia Name	
Furniture on Hire	
Electrical & Lighting	
Service Location Plan	
Contractor Passes	
Exhibitor Service Center (By KLCC)	34 - 35
Audio Visual	
Beverage	
Booth Catering	
Internet Services	
Potted Plants & Flowers	
Stand Cleaning	
Freight Forwarder (By R. E. Rogers)	36 - 37

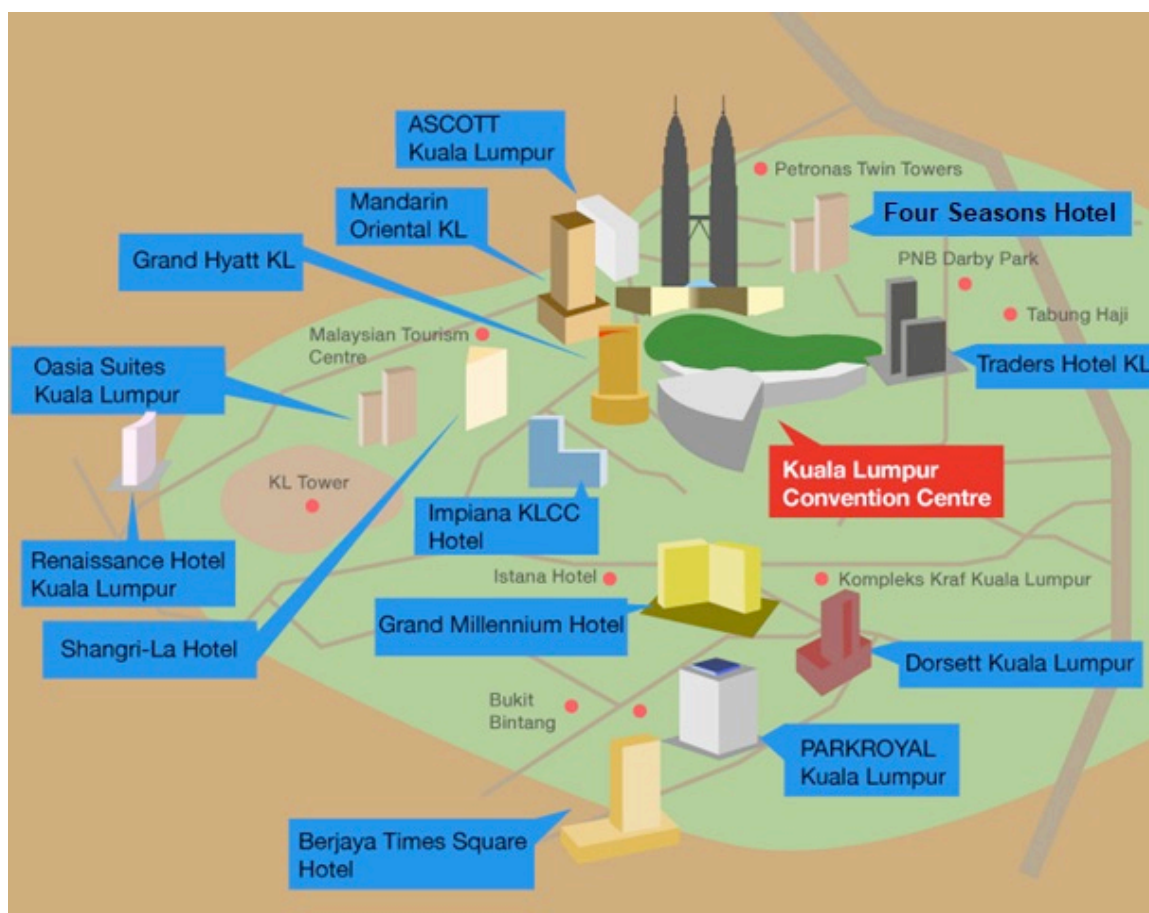
## CONGRESS GENERAL INFORMATION

### ABOUT THE VENUE

With the recent re-opening of Malaysia's international borders, the prestigious Kuala Lumpur Convention Center (KLCC), located in the heart of the city, is most ready to host the 38<sup>th</sup> APAO Congress with an expected attendance of over 5,000 delegates. KLCC is Malaysia's premier award-winning venue. Featuring a wide range of customizable function space, the five-level purpose-built facility is ideal for large and high-profile meetings. KLCC is also incredibly accessible. A variety of transportation is available to take you from the Kuala Lumpur International Airport (KLIA) to KLCC and your on-site accommodation.

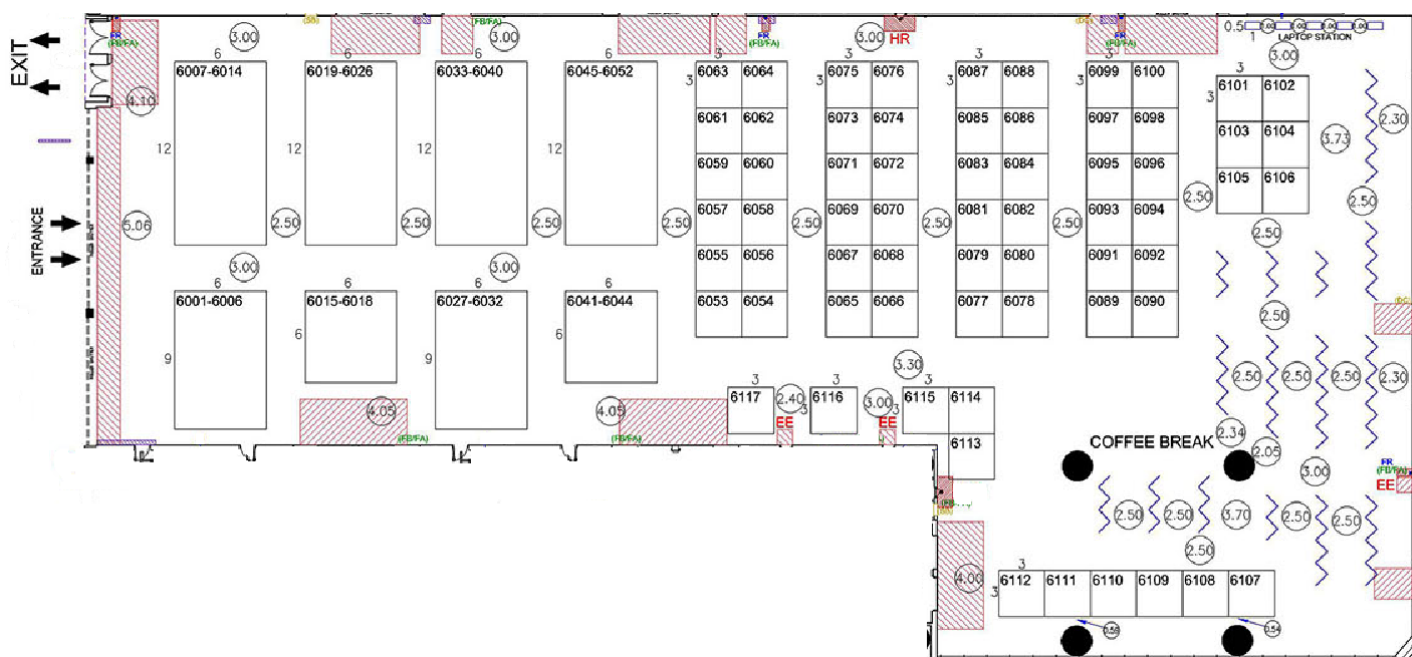
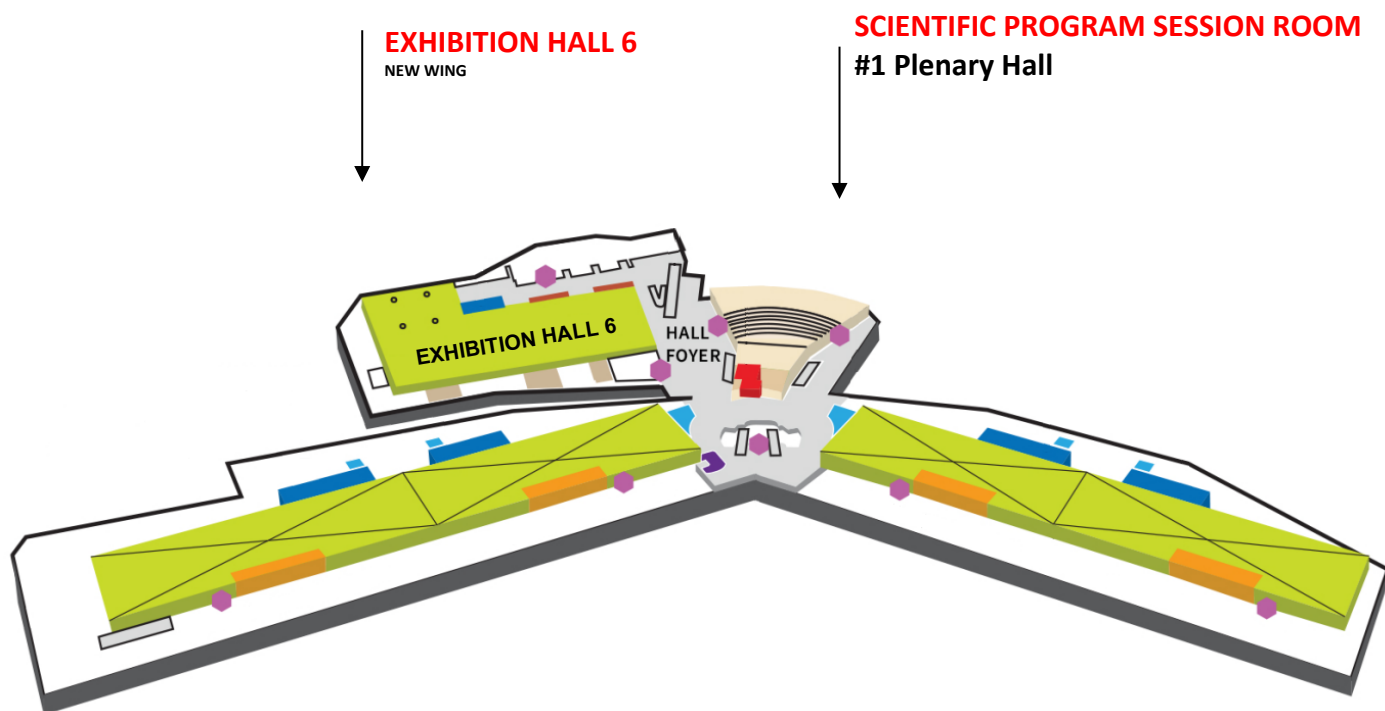
For more information about KLCC, visit [www.klccconventioncentre.com](http://www.klccconventioncentre.com)

### CONGRESS LOCATION MAP

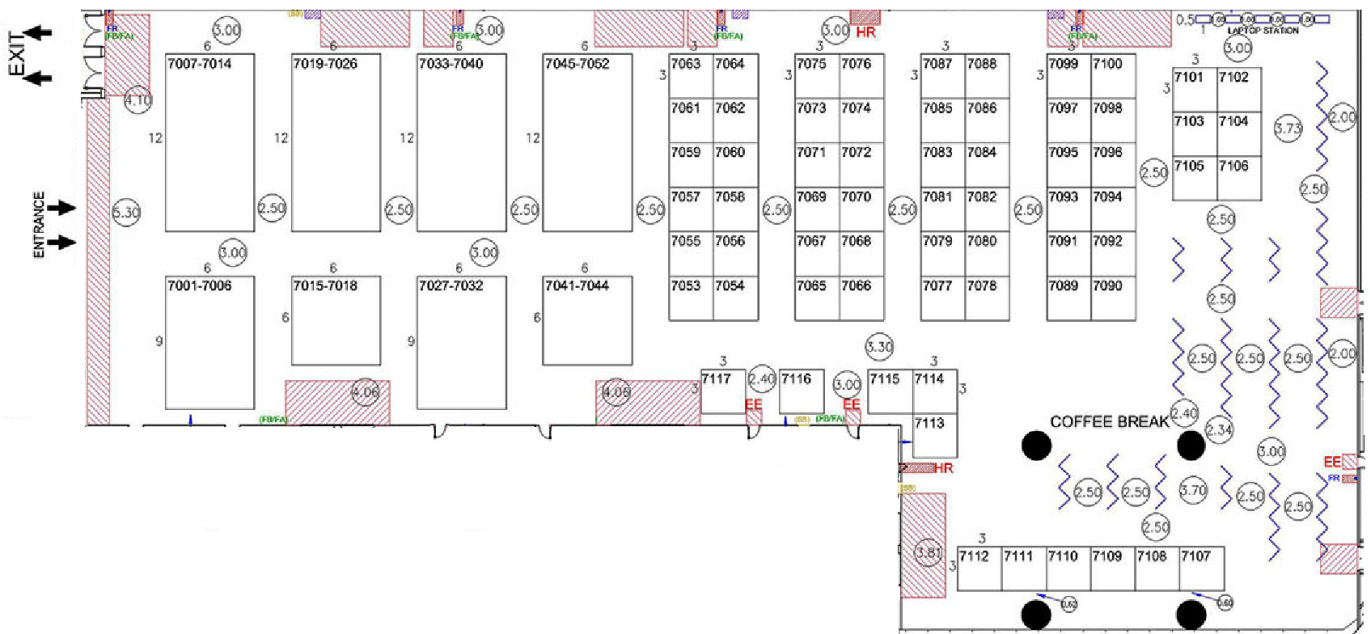
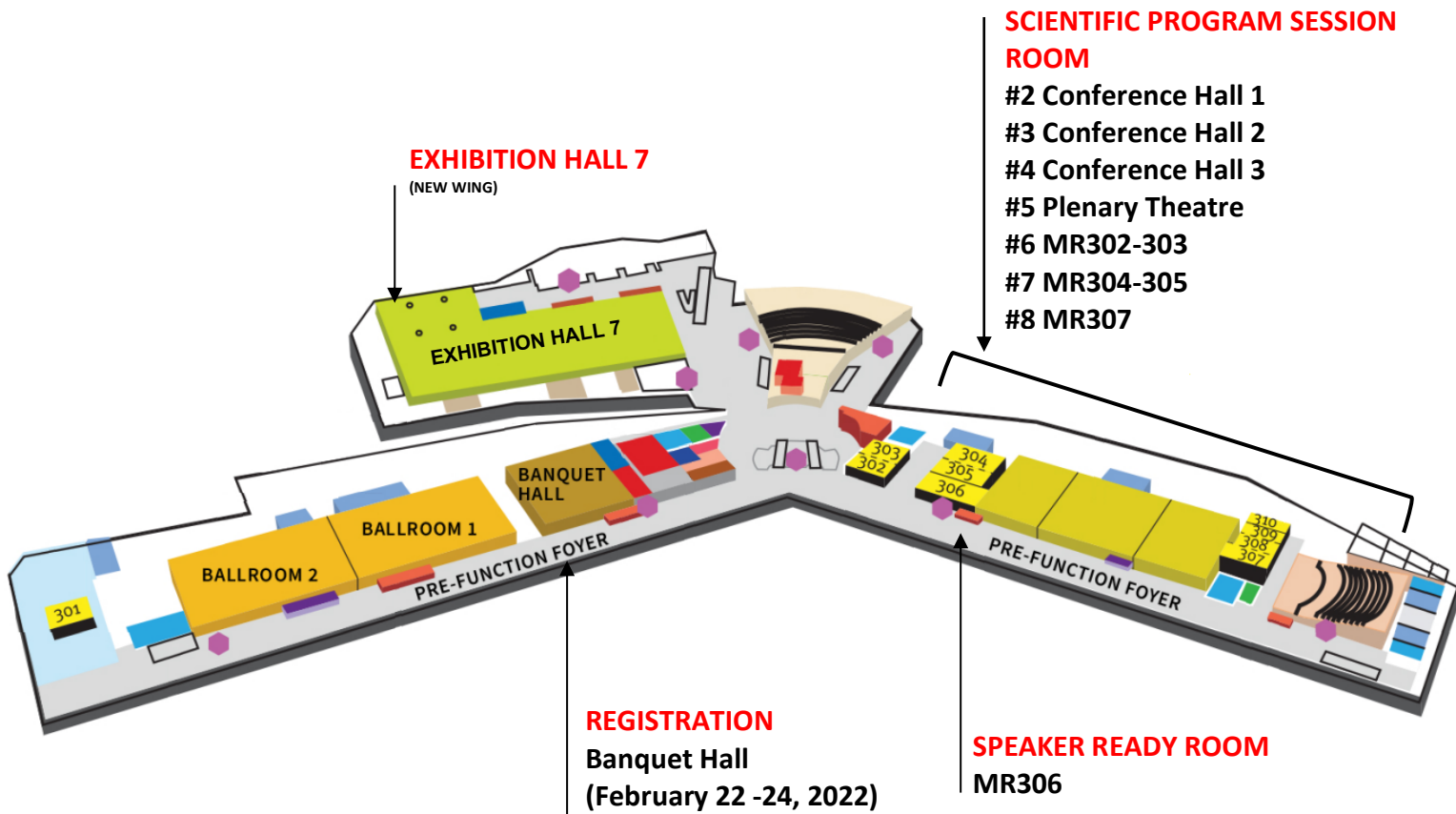




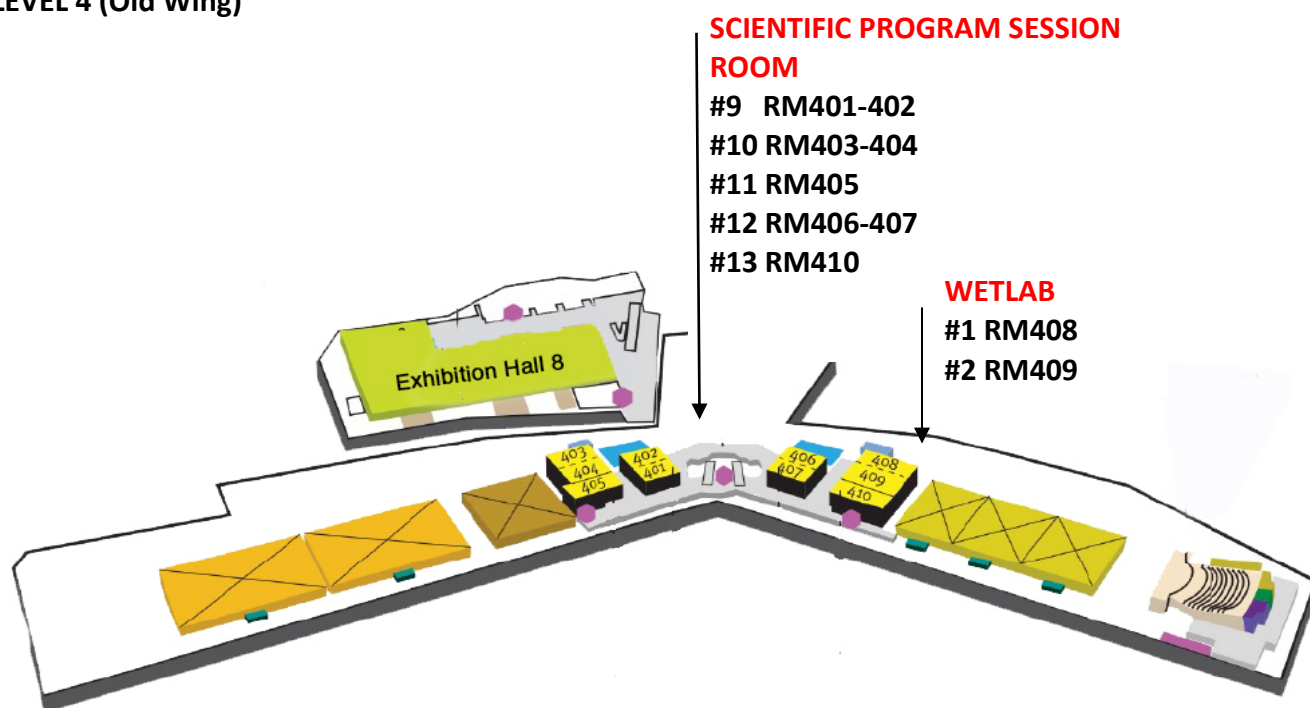
# FLOOR PLAN LEVEL 1 (New Wing)



# FLOOR PLAN LEVEL 3 (Old & New Wing)



**FLOOR PLAN  
LEVEL 4 (Old Wing)**



# APAO CONGRESS PROGRAM OVERVIEW

	Feb 22 (Wed) Day 0	Feb 23 (Thu) Day 1	Feb 24 (Fri) Day 2	
06:30-07:00				06:30-07:00
07:00-07:30				07:00-07:30
07:30-08:00				07:30-08:00
08:00-08:30		Breakfast Symposia (S)* (08:00-08:45)	Breakfast Symposia (S)* (08:00-08:45)	08:00-08:30
08:30-08:45		Break	Break	08:30-08:45
08:45-09:00				08:45-09:00
09:00-09:30		APAO Scientific Sessions (09:00-10:30)	APAO Scientific Sessions (09:00-10:30)	09:00-09:30
09:30-10:00				09:30-10:00
10:00-10:30	APAO Standing Committee Meetings (09:00-12:30)	Break	Break	10:00-10:30
10:30-11:00		APAO Plenary Session (10:40-11:40)	APAO Scientific Sessions (11:00-12:30)	10:30-11:00
11:00-11:30		APAO Opening Ceremony cum Welcom Reception (11:40-13:00)	Break	11:00-11:30
11:30-12:00		Lunch Symposia (S)* (13:00-14:00)	Lunch Symposia (S)* (13:00-14:00)	11:30-12:00
12:00-12:30		Break	Break	12:00-12:30
12:30-13:00	APAO Council Luncheon			12:30-13:00
13:00-13:30		APAO Scientific Sessions (14:30-16:00)	APAO Scientific Sessions (14:30-16:00)	13:00-13:30
13:30-14:00		Break	Break	13:30-14:00
14:00-14:30	APAO Council Meeting (13:30-16:00)			14:00-14:30
14:30-15:00	Break			14:30-15:00
15:00-15:30	APAO General Assembly (16:30-17:30)	APAO Scientific Sessions (16:30-18:00)	APAO Plenary Session (16:30-17:30)	15:00-15:30
15:30-16:00				15:30-16:00
16:00-16:30				16:00-16:30
16:30-17:00				16:30-17:00
17:00-17:30				17:00-17:30
17:30-18:00				17:30-18:00
18:00-18:30				18:00-18:30
18:30-19:00				18:30-19:00
19:00-19:30			Young Ophthalmologists' Night (18:30-20:00)	19:00-19:30
19:30-20:00				19:30-20:00
20:00-20:30				20:00-20:30
20:30-21:00				20:30-21:00
21:00-21:30				21:00-21:30
21:30-22:00				21:30-22:00

\*Breakfast Symposium: 45 minutes; S=Sponsored Programme with no CME points.

	Feb 25 (Sat) Day 3	Feb 26 (Sun) Day 4	
06:30-07:00			06:30-07:00
07:00-07:30			07:00-07:30
07:30-08:00			07:30-08:00
08:00-08:30	Charity Run (06:30-08:00)		08:00-08:30
08:30-08:45	Breakfast Symposia (S)* (08:00-08:45)		08:30-08:45
08:45-09:00	Break		08:45-09:00
09:00-09:30	APAO Scientific Sessions (09:00-10:30)	Wet Lab Sessions (S)* (08:30 - 10:30)	09:00-09:30
09:30-10:00			09:30-10:00
10:00-10:30	Break	Break	10:00-10:30
10:30-11:00			10:30-11:00
11:00-11:30	APAO Scientific Sessions (11:00-12:30)	APAO Scientific Sessions (11:00-12:30)	11:00-11:30
11:30-12:00			11:30-12:00
12:00-12:30	Break	Wet Lab Sessions (11:00 - 13:00)	12:00-12:30
12:30-13:00			12:30-13:00
13:00-13:30	Lunch Symposia (S)* (13:00-14:00)	APAO LDP Alumni Reception (13:00 - 14:00)	13:00-13:30
13:30-14:00			13:30-14:00
14:00-14:30	Break		14:00-14:30
14:30-15:00	APAO Scientific Sessions (14:30-16:00)	Wet Lab Sessions (S)* (14:00 - 16:00)	14:30-15:00
15:00-15:30			15:00-15:30
15:30-16:00	Break		15:30-16:00
16:00-16:30			16:00-16:30
16:30-17:00	APAO Scientific Sessions (16:30-18:00)		16:30-17:00
17:00-17:30			17:00-17:30
17:30-18:00			17:30-18:00
18:00-18:30			18:00-18:30
18:30-19:00			18:30-19:00
19:00-19:30			19:00-19:30
19:30-20:00			19:30-20:00
20:00-20:30	Cultural Party cum APAO Award Ceremony (18:30-21:30)		20:00-20:30
20:30-21:00			20:30-21:00
21:00-21:30			21:00-21:30
21:30-22:00			21:30-22:00

Please download the updated version at the official Asia-Pacific Academy of Ophthalmology Congress 2023 website <https://2023.apaophth.org>



## EXHIBITION TIMETABLE

### Exhibition Days

Description	Date	Time
Exhibition Hall opens to exhibitors	February 23-25, 2023	0730
Exhibition Hall opens to delegates		0800
Exhibition Hall closed	February 23-25, 2023	1800

## EXHIBITION OPERATION SCHEDULE

### Build Up / Moving In

Description (For Builder/Contractor)	Date	Time
Official Contractor Build Up	February 21, 2023	0700 - 2100
	February 22, 2023	0900 - 1800
Non-Official Contractor Build Up	February 21, 2023	1100 - 2100
	February 22, 2023	0900 - 1700
Electrical Work Completion by	February 22, 2023	1700
Final Work by Official Contractor & Organizer	February 22, 2023	1700 - 2300

Description (For Exhibitor)	Date	Time
Official Freight Forwarder Move-In	February 22, 2023	1400 - 2300
Exhibitor Move-In / Setup	February 22, 2023	1400 - 2300
Collection of Exhibitor's Pass	February 22, 2023	1300 - 1730
	February 23, 2023	0730 - 1800
Stands and Exhibits Completion by	February 22, 2023	2300

### Teardown / Closing

Description	Date	Time
Removal of Stands and Exhibits by Exhibitors, Official Freight Forwarder and Non-Official Contractor	February 25, 2023	1830
Removal of Stands and Exhibits by Official Contractor	February 25, 2023	1830
Termination of Booth Electricity	February 25, 2023	1830

#### Please note

- Exhibits should not be dismantled before the closing hours.
- No late work is permitted. The appointed booth contractors must complete their work according to the above schedule. If permission is sought for any overtime work and granted by the Organizer/Event Secretariat, the contractor shall have to pay for the overtime charges.

## IMPORTANT MESSAGE

### Exhibitor's Manual

Please email the duly completed acknowledgement portion of this Manual to the Secretariat immediately upon receipt without delay.

### Collection of Exhibitor Passes

Exhibitor passes shall be collected from the registration counter located at Center Core Registration Counter, Level 3, KLCC on

- **February 22, 2023: 1300hrs – 1730hrs**
- **February 23, 2023: 0730hrs – 1800hrs**

### Security

The security personnel on duty will not allow anyone without an exhibitor pass to enter the Exhibition Hall. This is strictly non-negotiable for security purposes. Please advise your colleagues on duty to wear and display their passes.

### Order Forms

All forms must be sent to the respective organizations indicated on top of each form by the stipulated date. Any additional order for items such as electrical, furniture, audio and visual must be accompanied with payments for the same.

### Non-Official Contractors

Exhibitors must inform the Organizer if they engage any contractor other than the official contractor appointed by the Organizer (Please refer *Booth Service* on page 31).

### Official Freight Forwarder

Exhibitors are strictly advised to engage only the official freight forwarder appointed by the Organizer to avoid any unnecessary logistic complication in the Exhibition Hall.

### Set-Up Completion

Booth construction setup time as below (Please refer to page 8):

- February 21, 2023, 1100hrs – 2100hrs
- February 22, 2023, 0900hrs – 1700hrs

Exhibitors are allowed to go inside the Exhibition Hall to set exhibit materials as below:

- February 22, 2023, 1700hrs – 2300hrs

Exhibition booth should be ready to receive delegates on February 23 at 0900hrs

## IMPORTANT CONTACT INFORMATION

### ORGANIZER

#### **Asia-Pacific Academy of Ophthalmology**

The Department of Ophthalmology and Visual Sciences  
The Chinese University of Hong Kong  
4/F, Hong Kong Eye Hospital  
147K Argyle Street, Kowloon, Hong Kong

Tel: +852 3943 5827

Fax: +852 2715 9490

Email: [exhibition@apaophth.org](mailto:exhibition@apaophth.org)

### LOCAL SECRETARIAT

#### **E LEAGUE SDN BHD**

Suite 12.9, Wisma UOA II,  
Jalan Pinang,  
50450 Kuala Lumpur MALAYSIA

#### **Attn: Mr. Izzam Anuar**

Mobile: +6012 343 8129

Email: [izzam.anuar@ee-league.com](mailto:izzam.anuar@ee-league.com)

### OFFICIAL CONTRACTOR

#### **Innogen Sdn Bhd**

No.1, Jalan Perusahaan 1, Taman Industri Selesa Jaya,  
43300 Balakong, Selangor, Malaysia.

Tel: +603 8961 1108

Fax: +603 8961 0687

Email: [apao2023@innogen.com.my](mailto:apao2023@innogen.com.my)

#### **Attn: Mr. Brandon Lok**

### VISA APPLICATION

Should you require to apply for Malaysia visa

Website: <https://malaysiavisa.imi.gov.my/evisa/evisa.jsp>

Immigration Department of Malaysia Headquarters  
(Ministry of Home Affairs)

Tel: +603-8000 8000 (MyGCC)

### CONGRESS/EXHIBITION VENUE

#### **Kuala Lumpur Convention Center, Malaysia**

Kuala Lumpur City Center  
50088 Kuala Lumpur, Malaysia  
Tel: +603 2333 2888

Or alternatively, exhibitors may contact:

#### Exhibition Services

Kuala Lumpur Convention Center  
Kuala Lumpur City Center  
50088 Kuala Lumpur, Malaysia  
Tel: +603 2333 2603

E-mail: [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

### OFFICIAL FREIGHT FORWARDERS

#### **R. E. Rogers (Malaysia) Sdn Bhd**

No. 7, Jalan Warden U 1/76  
Taman Perindustrian Batu Tiga  
40150 Shah Alam  
Selangor Darul Ehsan, Malaysia  
General Tel: +603 5510 8611  
General Fax: +603 5510 6296  
General Email: [info@rogers-asia.com](mailto:info@rogers-asia.com)

#### **Attn: Mr. Hafizzudin**

Mobile: +6013 676 2716

Email: [hafizzudin@rogers-asia.com](mailto:hafizzudin@rogers-asia.com)

#### **Attn: Mr. Amir Hamzah**

Mobile: +6019 491 9386

Email: [amir@rogers-asia.com](mailto:amir@rogers-asia.com)

## EXHIBITION LOADING SCHEDULE

Date	Time	Authorised Personnel	Loading Dock
February 21, 2023	0700 - 1800	Official & non-official contractor	Cargo Lift A & B
February 22, 2023	0700 - 1500	Official & non-official contractor / Official Freight Forwarder/ Exhibitors	Cargo Lift A & B
February 23, 2023	0730 - 1800	Official Freight Forwarder / Exhibitors	Cargo Lift A & B
February 24, 2023	0730 - 1800	Official Freight Forwarder / Exhibitors	Cargo Lift A & B
February 25, 2023	0730 - 2100	Official Freight Forwarder / Exhibitors	Cargo Lift A & B
February 25, 2023	1630 - 2100	Official & non-official contractor / Official Freight Forwarder/ Exhibitors	Cargo Lift A & B



## RULES & REGULATIONS

Should a company representative fail to report by the designated time of the scheduled exhibition set-up, the Organizer reserves the right to reclaim the exhibition space. No refund will be made to the exhibitor. It is the responsibility of exhibitors to notify independent stand construction companies of the set-up schedule.

Stands must be open during the exhibition opening hours. Exhibitors must ensure the presence of a representative at the stand during these hours.

Materials and equipment should be removed from the stands from **1800hrs on Saturday, February 25, 2023**. Please note that as the final sessions of the Congress will be taking place during this time, exhibitors must refrain from carrying out activities that may result in disturbing these sessions and must confine activities to the Exhibition Area.

Exhibition stands can be dismantled only after the hours stipulated above. Dismantling of exhibition stands may not begin before the official time given for the closing of the exhibition. The premises must be left in the same condition as they were made available to the exhibitor. Any costs arising from the repair of any damage caused by an exhibitor's carelessness, or by the requirements of stand assembly, will be charged to the exhibitor.

### ADMISSION & IDENTIFICATION

The exhibition is open to registered delegates and exhibitors only. For safety reasons, children under the age of 18 will not be allowed to enter the exhibition area at any time. The Organizer reserves the right to refuse admission to any persons or remove any persons from the exhibition area at any such time without giving any explanation.

Exhibitors are requested to wear their Congress Badges at all times during the Congress in order to gain access to the exhibition area.

All workers employed in the construction of the stand must wear identification badges provided and approved by the Organizer at all times when they are in the exhibition area.

### OFFICIAL CONTRACTOR

The Official Contractor has been appointed to assist Exhibitors in the movement of exhibits, stand building and design. Exhibitors are advised to use the Official Contractor to attend to their needs unless otherwise stipulated:

- Exhibitors may appoint their own stand-building Contractor subject to the approval of the Organizer or Official Contractor.
- Exhibitors are advised to deal directly with their Contractor/Official Contractor unless otherwise stated. All services extended to the Exhibitors from the approved Contractor/Official Contractor are for their convenience and the Organizer will accept no liability from any contract arising from the Exhibitors and their Contractors including any such contract for default or negligence of any persons, servants, or agents.

## STANDARD SHELL SCHEME STAND

All shell schemes designed, erected, and decorated include partitions, company fascia, table, chairs, lightings, and carpet. The Organizer reserves the rights to make changes to the facilities provided at any time before the commencement of the Congress. Main switch and distribution board may be required to be installed within booth area at the Official Contractor's discretion.

Fascia Board with company name is included in the standard booth package. Exact wording of company name (English-letter format) as supplied in your application form will be used.

Standard Shell Scheme Stand exhibitors must adhere to the following:

- No additional booth fitting or display may be attached to the shell booth structure.
- No tapes, nails or fixtures of any kind can be affixed to the partitions, floor, or ceiling. Exhibitors are liable for any damage caused to their booth fixtures and fittings at the Congress.
- No items may exceed the height of 2.5 meters or extend beyond the boundaries of the booth allocated. These include but not limited to fittings, exhibits, company names, advertising material logos, and inflatables brought along by the exhibitors.
- All exhibits, stand materials and the likes shall be removed immediately after the closing of the exhibition as per the agreement and within the time limits specified by the Organizer. Any exhibits or stand materials left behind at the Exhibition Venue shall be deemed abandoned. Exhibitors are liable for disposal expense so incurred by the Organizer.
- Installation of electrical equipment, including lighting fixtures, must adhere to the Electrical Regulations of Suruhanjaya Tenaga Malaysia stringently. Exhibitors are prohibited to install any sub-standard fittings or wirings, which compromise the electrical safety standard.

## BARE SPACE STAND/UPGRADED SHELL SCHEME

### Plan and Design Proposals

For Bare Space Stand/Upgraded Shell Scheme, plan and design proposals must be submitted to the Official Contractor for review before stated deadline (Please refer to *Booth Service*, page 33).

Drawings submitted must contain information, such as floor plan, stand elevation, electrical fittings, carpeting colors and materials, moving exhibits, audio-visual equipment, weights and point loading of exhibits, among others.

Bare Space Stand/Upgraded Shell Scheme Exhibitors and Contractors must comply with the following points:

- All special design technical drawings must be submitted to Official Contractor by **January 6, 2023** to liaise with the venue for acceptance of stand design.
- Height limit allowed for booth construction is **5 meters**. (*If it is confirmed, there are 2 days for the set-up.*)
- All dimensioned design plans, including cross-sectional and elevation views (3D picture), must be supplied to the Center for all stand structures or designs exceeding **2.44** meters in height, no later than **January 6, 2023**, prior to the move-in date for KLCC's SHE Department

to review.

- The tops of all stands must in all cases be opened, in order not to impair protection by the sprinkler and smoke detector system.
- The airspace of adjacent booths is not to be used by exhibitors.
- Exhibitors are responsible and liable for any such contractor's observance of all Rules and Regulations, including the strict observance of build-up and tear-down schedules.
- Exhibitors are reminded that it is the responsibility of their own appointed contractor to clean and vacuum the booth upon completion of construction, before handing over to exhibitors and daily cleaning of the booth.
- Waste materials (including packing materials) must be disposed of accordingly by the appointed stand contractor.
- All construction materials, empty crates and equipment must be removed from the venue and loading dock immediately after the construction and dismantling period. Otherwise, storage and clearing charges will be imposed on the contractors.
- No slippers or sandals are allowed, especially during the build-up and tear-down periods.
- Use easily removable carpet tape. Do not use adhesive glue. Ensure that you remove all tapes from the booth. Failure to do so will make the exhibitor/appointed contractor liable to pay the Organizer for removal, which will be charged at per meter length.
- All designs should have 50% visibility from all sides facing the aisle.
- Exhibitors may not lay carpet across adjacent booths.

The Organizer reserves the rights to charge "any additional cost incurred" to any such Exhibitor and/or contractor who has violated the Rules and Regulations or delays in the build-up or tear-down periods, causing additional work requirements as a direct result of the violation.

### EXHIBITORS WITH OWN STANDS

Regarding the entire build-up of stands in the Exhibition Hall, it is not permitted to have cutting machines, welding machines, sanders, and spray-guns inside KLCC. Stands must be devised and prepared so that they can be constructed by assembling the elements that constitute them. Installations of KLCC, e.g. fire hydrants, fire extinguishers and fire detectors/alarms, air-conditioning gratings, loud speakers, general signs and CCTV, must not be removed, covered or obscured under any circumstances. The use of construction materials such as cement, plaster, tiles, bricks, among others, is prohibited.

### STAND-FITTING CONTRACTORS

Exhibitors may appoint their own Contractor for the purpose of stand building. However, all mechanical and electrical work must be installed by the appointed Official Contractor.

Exhibitors are requested to ensure that their respective Contractors observe all rules and regulations. Exhibitors are reminded that they will be responsible for all actions, including observance of rules and regulations of their contractors, during the entire exhibition period, from build-up to tear-down phases.

All Non-Official Contractors are subjected to:

- **An administration fee of RM35.00 per sqm to the official contractor.**

- In addition, non-official contractors are required to place a Refundable Performance Bond with the Official Contractor (Please refer to *Booth Service*, page 33).

#### **STAND CLEANING (STAND CLEANING FORM AS ATTACHED)**

- Exhibitor is fully responsible for cleaning their stands and exhibits.
- If you have any specific requirement on waste disposal especially paint, grease, and oil, please contact the Center Management to discuss correct disposal methods.
- Please refer to *Exhibitor Service Center* page 34 - 35

#### **SOLICITING / DEMONSTRATING**

Canvassing, exhibiting, or distributing advertising matter outside the designated exhibition area is prohibited.

- Solicitation or demonstrations by an exhibitor must be confined to the exhibitor's own booth.
- Exhibitors should be considerate of neighboring exhibitors when soliciting attendees to visit their booths.
- Distribution of an exhibitor's printed advertisements must be done within the exhibitor's own space.
- No exhibits, displays or advertising material of any kinds will be allowed in the Center's public areas, basement parking or hallways.
- Aisles in front of the booths must be kept clear. Enough space must be allocated within each exhibition booth for attendees to browse or watch product demonstrations.
- Any activity that causes attendees to congregate in the aisle or in adjacent exhibition booths will be curtailed or cancelled.



## RULES RELATING TO DECORATION AND PREPARATION

### KUALA LUMPUR CONVENTION CENTRE

- a) Exhibitors shall not be nailing and/or affixing any material whatsoever to any wall or ceiling in the Exhibition Hall or anywhere in KLCC;
- b) Exhibitors:
  - shall not linger, sit or sleep in KLCC;
  - shall not bring food or beverage into KLCC whether for own consumption on the premises or not;
- c) Exhibitors shall cover the whole area where work is being carried out with suitable material to protect the floor from possible damage;
- d) Exhibitors shall provide their own trestle support or scaffolding as may be required, for any work to be carried out. Such equipment is not provided by KLCC;
- e) Exhibitors shall not use guest lifts in KLCC for any work-related purposes;
- f) Exhibitors shall provide all materials needed for the work, as such will not be available from KLCC;
- g) Exhibitors shall notify KLCC's engineering/technical staff of any requirement for additional electrical power so that the possibility of it being provided can be instigated, to avoid possible power failure due to overloading of the electrical source.
- h) Exhibitors shall provide their own equipment of whatever nature should such be required, in addition to what the convention center provides, and shall ensure that such own equipment is kept separate from that provided by KLCC;
- i) Exhibitors shall ensure that all doors to the function rooms are closed properly to preserve efficient air-conditioning;
- j) Exhibitors shall in no circumstances whatsoever cause any obstruction of any fire exits;
- k) KLCC will not hold itself responsible for any loss or damage to the property of the exhibitors of whatever kind and howsoever caused;
- l) Exhibitors shall remove all their equipment and dismantle all their decorations and remove the same from KLCC within the stipulated time frame stated in this manual;
- m) Where the exhibitors, under their control, cause damage to KLCC's property, then the exhibitors shall be held responsible for compensation following the need for repair or replacement;
- n) No direct painting is allowed inside KLCC. All painting must be done outside of the center and only supervised touch-up is allowed in the Center;
- o) All contractors MUST obtain and wear the contractor badges from the Congress Secretariat and MUST be properly attired at all times.

In any case where there is a breach of the regulations on building and decoration of stands and/or a breach of technical nature, the Organizer and/or KLCC is/are entitled to carry out the necessary procedures to regularize it, which may involve closing the stand. The costs resulting from this corrective action will be charged to the exhibitor.

KLCC reserves the right to place general indication panels or any elements that will serve to improve the exhibition wherever it considers appropriate. Exhibitors may not remove or cover such elements.



### Extension Cords

- The use of multiple socket outlet is strictly prohibited to avoid any overloading as this may lead to a current trip in the incoming power supply and cause inconvenience to other exhibitors.

### Food and Beverage Policy

- The KLCC is the exclusive supplier of food and beverage.
- No outside food and beverage may be brought into the venue.
- Exhibitors must not distribute, sell or give away food or beverage not supplied by the Center to public or trade visitors with the exception of Food & Beverage or Lifestyle Shows.
- Exhibitors are prohibited from bringing in popcorn machines, peanut roasters, cotton candy machines or similar items to the exhibition booths.
- Exhibitors can order food and beverage supplied by the Center. (Please refer to *Exhibitor Service Center* page 34 - 35).

### Drapes

- Material used for lining, drapes or overhead structure or as part of the theme or display to the public must be rendered non-flammable as per BOMBA requirement. The use of flammable materials is strictly prohibited unless treated with flame retardant.

### Smoking Policy

- Smoking is prohibited in the KLCC.

### Balloons

- Due to the complexity and cost of retrieving balloons, helium-filled balloons are not allowed to be distributed in the exhibition halls.

### Flying Objects

- Remote-controlled flying objects are not permitted in the exhibition halls.

### Dangerous Activities

- Exhibitors must provide full details of any potentially dangerous activities undertaken in the exhibition booth(s) to the Organizer.
- No such activities may be conducted during an exhibition without the Organizer and the Center's approval, which must be obtained before the move-in day, and which may be withheld at the Center's absolute discretion.
- Activities conducted at exhibition booth(s) must comply with the fire, health, and safety regulations.

### Sound (Noise) Level

- Objectionable sound devices may not be used.
- Any audio system or electrical device that produces irritating, intermittent and/or sequential sounds/noise is not permitted without prior approval from the Organizer and the KLCC's Management.
- Exhibitors should be considerate of neighboring exhibitors when operating any machine, appliance, and sound system.
- Music or noise emitting from the exhibition booth cannot exceed 70 decibels (A).
- Exhibitors must conform immediately to requests from the Organizer or the Center's Management to reduce the music volume or noise level; failure to do so may result in power disconnection of their sound system.

### Machine and Equipment

- Exhibitors who wish to display machines and equipment must have the weight of the display machines assessed to conform with the KLCC's requirements.
- For exhibits on the ground floor, display machines exceeding two (2) tons must not be placed directly on the platform of the booth but on the concrete floor instead.
- For exhibits on the Level 3 carpeted floor, display machines that exceed the floor loading will not be allowed.
- If approved by the Center's Management, adequate protection must be provided to the existing carpet prior to placement of the display machines.
- The above requirements are mandatory for health and safety reasons.

### Build-up Activities

- Exhibitors must ensure that the carpets are protected prior to build-up and tear-down periods.
- Activities which generate dust, such as those from sawing or sanding, are strictly prohibited. Stand structures shall be pre-fabricated offsite and no major construction and painting is permitted. Anything placed on the carpet, such as trestles, build up and/or tear down material, ladders, compressors or other equipment shall be fitted with protective feet or be placed on a spreader, etc. to prevent causing permanent indentation or damage to the carpet.
- Any person caught committing unsafe work practices and/or non-compliance activities will be fined and/or prohibited from working in the KLCC.
- The Organizer or Licensor will incur the cost for the subsequent cleaning of the carpet or bear the cost of the damaged carpet.
- In order to ensure that the carpet is not damaged, the following is not permitted:
  - Sanding
  - Sawing
  - Planing
  - Metal cutting
  - Major painting. If small touch-up paint jobs are required then the carpet must be covered with a plastic overlay, used carpet or drop sheets whilst painting.
  - Major construction. Stand structures must be pre-fabricated off-site to avoid any issues.



### Promotion During the Exhibition

Exhibitors are not allowed to place stickers, signs, or posters anywhere at the Exhibition venue, other than within their own stand. Likewise, the Exhibitor's representatives may not distribute brochures, invitations, etc. along the gangways and corridors or near the entrances.

### Exhibit Height and Weight

**Maximum Exhibit Height:** The exhibit should not exceed 2.44 meters

**Maximum Exhibit Weight:** The exhibit should not exceed 500 Kg/m<sup>2</sup>

Exhibition booths exceeding 2.44 meters in height, or any special-designed booths, will require the submission of the detailed design to the Congress Secretariat to obtain approval.

No additional stand fitting and display fixture may be attached or affixed to the shell scheme stand structure, i.e., no nailing, drilling, or painting will be permitted. Furniture and fittings of KLCC, e.g., plants, furniture etc., must not be moved or removed.



# **RULES AND REGULATIONS (by Organizer)**

## **COMPLIANCE WITH RULES & REGULATIONS**

The Rules & Regulations must be fully observed by the exhibitors, their contractors, and their personnel. The Organizer reserves the right to demand changes to, or closure of, any stand that does not conform to these rules and regulations. If an exhibitor fails to comply with these rules and regulations, the Organizer reserves the right to reclaim its exhibition space and resell it, and all monies paid by the exhibitor will be forfeited.

## **APPLICATION FOR EXHIBITION BOOTH / SPACE**

Application for exhibition space must be made on the official Application Form with full payment. Applications submitted without full payment will not be assigned spaces and denied entry during move-in day until payments are received.

## **PAYMENT POLICY**

Exhibitors who fail to make payment will not be permitted to set up their stand and equipment. Payment for goods and/or services ordered from the official suppliers must be made by the deadlines given. Orders placed during exhibition set-up and/or during the exhibition must be paid for immediately. No financial credit will be given for any shell scheme package item not utilized.

## **CANCELLATION POLICY**

Full cancellation fees will be imposed by Organizing Committee on payment already received from the sponsors. There will be no refund.


## **SECURITY**

- a) The Organizer has taken all possible security precautions in the interest of the exhibitors and visitors. However, any loss or theft of exhibits in the exhibition area during the build-up, event days and tear-down period shall not be the responsibility of the Organizer.
- b) All articles and exhibits shall be solely the responsibility of the Exhibitors.

## **INSURANCE LIABILITY AND RISKS**

The Organizer is not responsible for the articles that are exhibited by the Exhibitors. Exhibitors are advised to cover their articles and to take up public liability and comprehensive protection. This should be active from the date of build-up to the tear-down of the exhibition. The Exhibitor shall insure, indemnify, and hold the Organizer harmless in all demands and expenses which the Organizer may in any way be subjected to as a result of injury or losses arising from any such person however caused, either from the result of defaults, visitors, staff, Contractors or non-performance.

Exhibitors may be required to show proof of insurance coverage when deemed necessary. The Organizer is not responsible for any restriction or condition that may prevent construction, erection, completion, alteration, dismantling, fitting or removal of exhibits or failure to provide any services or amenities provided by the hall landlord or for cancellation or part-time opening of the exhibition, either as a whole or in part, or for rules that may be amended beyond the control of the Organizer. Exhibitors must ensure that all staff, agents, servants, and Contractors are insured against claims for workman compensation.



All Exhibitors shall insure and indemnify the Organizer and venue owner/managers of property in respect of all costs, claims, demands, and expenses which they may be subject to as a result of loss, damage to property or injury arising to any persons however caused while the said person is upon or examining or passing the said liability. All risks to the employees, agents or exhibits shall be the responsibility of the Exhibitors.

#### **FORCE MAJEURE**

The Organizer reserves the right to modify dates, time schedules, floor plans and programs in case of necessity. In case of forcible cancellation of the Congress, the monies paid by exhibitors shall be reimbursed, less proportional deduction of expenses incurred. Under no circumstances shall exhibitors be indemnified.

#### **ANIMALS**

Live animals and pets are not permitted in the exhibition booths.

#### **SUBLETTING OF STANDS**

The Exhibitor must not transfer, dispose of, part with, or otherwise sub-let the whole or part of his site, for whatever financial consideration or otherwise.

#### **DAMAGE TO STAND STRUCTURES AND EXHIBITION PREMISES**

No persons, under any circumstances, shall cut into or through any floor covering or wall, nor alter any stand structure except when authorised in writing by the Organizer. All damage to stand structures will be invoiced to the Exhibitor.

#### **FAILURE TO EXHIBIT**

Exhibitors that have contracted space/stands but fail to exhibit will be liable for specific cost incurred by the Organizer. Failure to exhibit does not release the respective Exhibitor from the exhibition contract. The above terms cannot vary under any circumstances.

#### **FIRE REGULATIONS**

All stand fittings must comply with local regulations and normal international fire safety standards.

#### **AUDIO-VISUAL DISTURBANCE**

Audio-visual and other devices will be permitted only in those locations and in such intensity, as, in the opinion of the Organizer, they do not interfere with the activities of neighboring exhibitors. Sound equipment must be regulated and directed into the booth, so that it does not disturb neighboring exhibitors. The Organizer reserves the right to demand a reduction in the intensity of, or complete cessation of, stand noise that it judges to be excessive or a disturbance to other exhibitors or visitors.



## ELECTRICITY & LIGHTING

All electrical connections to stands must be carried out by the Official Booth Contractor. Lighting and electrical equipment may also be ordered from the Official Booth Contractor.

(Please refer to *Booth Service*, page 33).

## FURNITURE RENTAL

Stand furniture may be hired for the duration of the exhibition.

(Please refer to *Booth Service*, page 33).

## UNFORESEEN OCCURENCES

In the event of any unforeseen occurrences of events that would delay, disrupt, or result in the cancellation of the exhibition (although much care would have been taken to prevent this), the Organizer's decisions will be deemed final.

## STAND ACTIVITIES, MARKETING AND PROMOTION DURING THE EXHIBITION

All exhibitors must be producers, importers, or representatives of the goods and/or services displayed on their stands. Marketing of any product and/or service in any part of the exhibition area or meeting room by non-exhibiting companies is not permitted. Exhibitors are not allowed to place stickers, signs, or posters anywhere at the exhibition venue, other than within their own stand. Likewise, the exhibitor's representatives may not distribute brochures, invitations, etc. along the gangways and corridors or near the entrances. Advertising material and signs may not be distributed or displayed outside the exhibition stand.

Advertising that makes a direct comparison with third party articles and/or products is strictly forbidden. Advertising that may harm or inconvenience other exhibitors or visitors, or that can damage the floor and/or existing construction is strictly forbidden. There may be no reference to price on products on display.

## REGISTRATION - EXHIBITION PASS

Registered Exhibitors are entitled to access only the exhibition area, public areas of the Congress, refreshments, and participation in the Opening Ceremony.

Exhibitors are entitled to complimentary Exhibition Pass as per the signed agreement. Please submit the form at <https://congress.apaophth.org> by **January 15, 2023**. Extra exhibitor badges are chargeable, please register at <https://congress.apaophth.org>. If there are more than 5 delegates, please complete and return the group registration form to the APAO Secretariat at [registration@apaophth.org](mailto:registration@apaophth.org).

Exhibition Pass may be collected at the **Banquet Hall, Level 3**.

# Moving and Freight Forwarding

## EXHIBITS MOVE-IN

All cargoes/exhibits that are consigned directly to the exhibition site must arrive at the site on the day of the build-up. All cargoes that arrive after the build-up date will be refused entry to the exhibition site. Early installation of heavy or large exhibits is the responsibility of the Exhibitors, their agents, or Contractors. Heavy or large exhibits that arrive late may not be permitted into the exhibition site. Exhibitors are advised to follow the move-in schedule provided by the Organizer. All cartons must be marked with the booth number and venue.

## SHIPPING INSURANCE

It is each exhibitor's responsibility to ensure that exhibits are covered by adequate insurance for the shipment to, duration of, re-packing and re-export from the exhibition.

## ACCESS

Please note that, due to limitation at the venue, individual exhibits unpacked must not exceed the dimensions of 1.50m (L) x 1.50m (W) x 1.50m (H) and a weight of 500kgs.

Should an exhibitor wish to exhibit items in excess of the above, the Official Freight Forwarder must be contacted prior to shipment to obtain confirmation. The Organizer and the Official Freight Forwarder cannot be held responsible if the exhibit cannot be placed on stand if the above has not been adhered to.

## STORAGE

The Organizer is unable to provide storage facilities on site for packing cases, surplus materials or any other property of exhibitors. Prior arrangements for safe keeping of such items must be made with the Official Freight Forwarder. During the move in of exhibits or displays, the construction of stands and removal of exhibits, the passageways in the exhibition hall must not be obstructed with packing materials, construction material or debris. The Organizer wishes to reiterate that the aisles must be kept clean and clear of cartons, crates, or bulky exhibits at all times. This is the responsibility of each exhibitor and its contractors. A penalty may be levied on the exhibitor if this rule is not complied with.

## DELIVERY VEHICLES

Exhibitors intending to deliver their own booth's materials must contact the official freight forwarder directly to make the necessary arrangements. Exhibitors who are unloading their equipment can do so at **Cargo Lift A & B** (*Please refer to Page 11, 25*).

Directions to the delivery dock may be sought by contacting the official freight forwarder or you can refer to layout provided.

For any enquiries in relation to delivery, please contact the KLCC as below:

**Kuala Lumpur Convention Center**

Concourse Level or Level P1

The Kuala Lumpur Convention Center

50088 Kuala Lumpur Malaysia

Tel.: +603 2333 2945

Fax: +603 2333 2728



### PLEASE NOTE

Forklifts and carts will not be provided by KLCC. Exhibitors should arrange this through the Official Freight Forwarder.

### PARKING

Kindly be advised that the basement parking is owned and managed by KLCC Parking Management Sdn Bhd. Once the ticket has been issued, the vehicle owner will be chargeable on hourly basis in accordance with KLCC Parking Management's parking fees.

### ACCESS TO LOADING DOCK

The Center's loading dock is located at ground floor.

- Control point is at the Center's checkpoint.
- Traffic flows in a one-way direction from Jalan Persiaran KLCC and out to Jalan Pinang.
- The loading dock service road is 8 meters H x 6 meters D at Loading Dock 1 and Loading Dock 2 with narrower sections behind service Link Hall 3, Loading Dock 4 and Loading Dock 5.
- The narrow section behind Link Hall 3 has a low ceiling, which is 4 meters in height. Safety goal posts of 4 meters in height are installed before and after the service road Link Hall 3.
- **Only vehicles below 3.5 meters in height will be allowed access to Loading Docks.**
- A 30-minute parking limit applies for drop-off/pick-up of goods during the move in and move out process. Vehicles are not permitted to park at the loading dock at any other time.
- Vehicles and contents are the responsibility of the owner while at the loading dock.
- Smoking is prohibited in the Center.
- The loading dock includes two washrooms, one wash bay is located at loading dock 2, another wash bay is located at Loading Dock 4 for the preparation of paints, trade materials and cleaning purposes.

### EXHIBITORS' HAND-CARRY PROCEDURES

- Hand-carried freight is defined as items that can be easily carried by an individual exhibitor, without the need for mechanised equipment.
- Examples of acceptable hand-carried materials include boxes, suitcases or fibreboard shipping cartons, portable displays on wheels and small luggage bags.
- Exhibitors may use the guests' lift access to transport materials that can be hand-carried to their booths
- The following items are not considered hand-carried items: two-wheel dolly loads, carts or crates.

### EXHIBITORS' LOADING AND UNLOADING PROCEDURES

- Exhibitors' exhibit materials must enter and exit through loading docks.
- Exhibitors will be allowed to hand carry items in or out of the exhibition halls during move-in and move-out days.
- Vehicle Entry Permit will be issued to exhibitors for the entry to loading docks by 38<sup>th</sup> Asia-Pacific Academy of Ophthalmology Congress organizer.
- Hand carry loading procedures are limited to cars, mini-vans, station wagons or pick-up trucks (cannot exceed 20 feet, or 6.1 meters in length and 12.5 feet, or 3.8 meters in height). No full-sized trucks or trailers will be allowed to unload via the hand carry loading procedures.

- Should exhibitors need assistance with load in/out, they will be referred to the appointed freight forwarder Agility Logistics Sdn Bhd at which time fees may apply.
- Vehicles are allowed to load/unload only and may not park in the loading dock area, once vehicles are unloaded; they must be moved to alternate parking locations.
- Upon the close of the exhibition, there will be a 1-hour allowance for removal of hand carry exhibits. Exhibitors can load the hand carry exhibits to their vehicles in the loading dock area during breakdown.

#### EXHIBITORS' DELIVERIES AND FREIGHT

- The Center does not have onsite storage and cannot accept freight and shipment on behalf of exhibitors.
- Advance deliveries and freight shipments are not permitted prior to February 22, 2023.
- If you have any concerns regarding timing, shipment, and transportation, please contact Agility Logistics Sdn Bhd.
- Use of own forklift, tow motors, cranes, dollies, pallet jacks are not allowed under any circumstances.
- If the exhibits (e.g., machinery, tool, and equipment) are required to be move-in/out and cannot be hand-carried, the official show freight forwarders must be engaged to handle them by using the correct tool and method. The services of which will be chargeable by Agility Logistics Sdn Bhd.

#### FREIGHT LIFTS AT LOADING DOCKS

- The **Cargo Lift A & B** are at ground level of the loading docks.
- Located at the east building to service Level 1 (Exhibition Hall 6) and Level 3 (Exhibition Hall 7).
- Freight lift:
  - 2.8m (W) x 5.46m (D) x 2.4m (H)
  - 10 tonnes
- Forklifts are not permitted to access to the Exhibition Hall.

## KLCC LOADING BAY LAYOUT

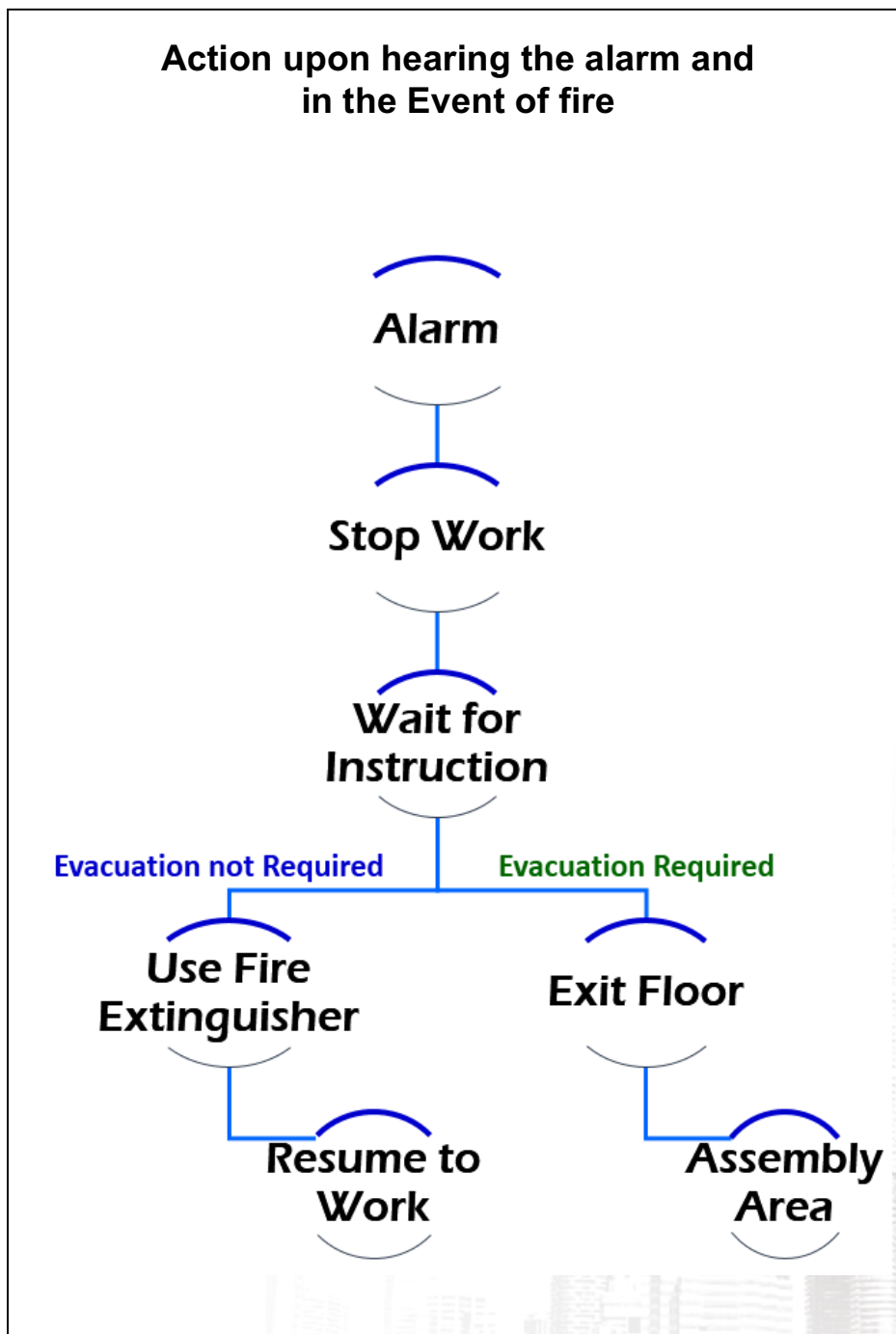


# EMERGENCY AND EVACUATION PROCEDURES

The Center has an emergency and evacuation procedure to enable the successful evacuation of team members, exhibitors, organizers, and visitors in the case of a fire or other emergencies. The Center's team members will assist in the evacuation of large numbers of people if the need arises.

The organizers are responsible for ensuring that all emergency and safety procedures are adhered to. The emergency and evacuation procedure is available to all exhibitors.

Evacuation procedures will be announced via the dedicated fire/evacuation PA system and will be co-ordinated by the Center's S.H.E. Manager and the Security Manager.





## ASSEMBLY AREA - NEAR MASJID AS-SYAKIRIN, KLCC PARK



### ENCLOSED AREAS

Any area not serviceable by the existing Center fire system may require additional equipment to be installed, such as portable hose reels, emergency exit signs, exit lighting, portable fire extinguishers and smoke alarms.

### FIRE EXITS

All emergency exits must be accessible and operable from within the building at all times. Access to the emergency exits must be unobstructed at all times to a distance of at least five (5) meters from the door and the path to the exit must be at least equal to the width of the door. Where the exit sign is obstructed for any reason, a temporary illuminated sign is to be provided by the organiser.

Designated fire exits and clearways have been identified with marked green and white exit signs over the doors in the venue. These areas cannot be encroached upon under any circumstances.

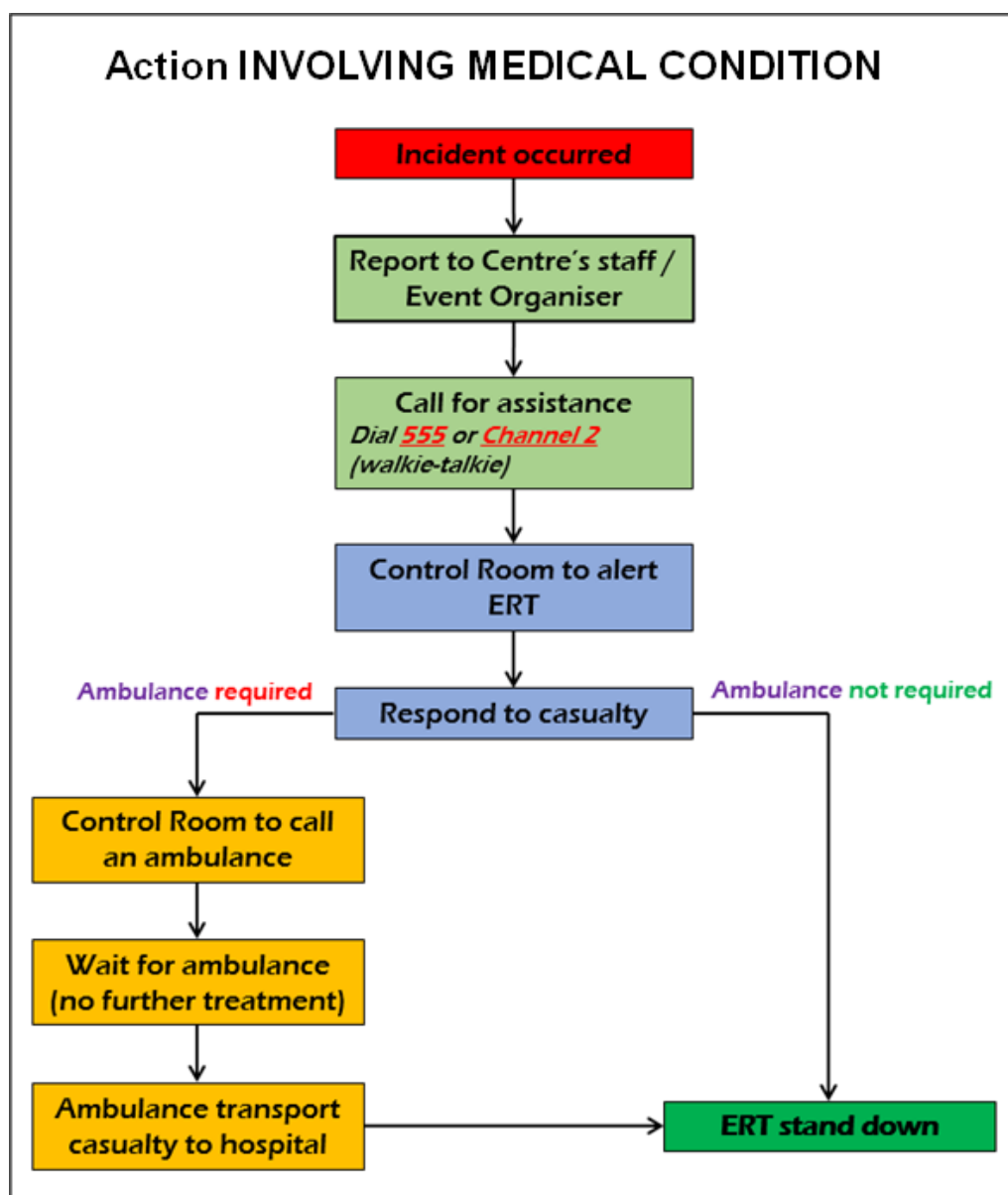
Storage of materials or equipment in fire stairs or any door leading to fire stairs is not permitted. It is the responsibility of the organizer to ensure that they do not store any materials at these areas.

## FIRE EXTINGUISHERS AND HOSE REELS REGULATIONS

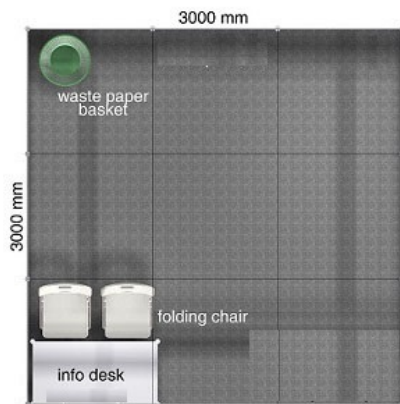
General regulations relating to hose reel cabinets and fire extinguishers are as follows:

- All exhibits must not restrict access to firefighting equipment and must be designed in accordance with the Building Code of Malaysia and conform to the Center's Safety and Fire Regulations.
- Where the location of a fire extinguisher is obstructed by an exhibit, booth or structure, an additional fire extinguisher will be required.
- The replacement fire extinguisher should be clearly visible. Replacement fire extinguishers will be at the cost of the Organizer.
- Additional fire extinguishers may be required according to the number of booth aisles, widths and type of booths and their placement will be determined by the Center's S.H.E Manager.
- Additional fire extinguishers are required at LPG gas and cooking installations or anywhere where there are increased fire risks.

The built-in hose reel cabinets cannot be obstructed in any way.



# STANDARD EXHIBITION BOOTH AND CONSTRUCTION



**Layout Plan**



**Front Elevation**



**Perspective View**

## 3 x 3M Standard Shell Scheme - Intermediate



NO	ITEM	QUANTITY	DESCRIPTION
1	Partition	-	Rear and dividing walls with 2500mm high using white aluminium systems and white melamine panels
2	Flooring	9 sqm	Single colour Needle Punch Carpet
3	Electrical	2 units	LED T5 Tube Light
		1 unit	13 Amp single phase power point (max. 500w)
4	Printing	1 set	Company's name and booth's number (English) in one colour self-adhesive PVC lettering against white background on fascia board
5	Furniture	1 unit	Information Desk
		2 units	White Folding Chair
		1 unit	Waste Paper Basket



## Check List for Admin Forms

FORM NO	DESCRIPTION	TO RETURN FORM TO	SUBMISSION DEADLINE	PLEASE REFER
1	Compliance with rules, regulations, terms and conditions form	APAO Secretariat	December 10, 2022	<a href="https://congress.apaophth.org">https://congress.apaophth.org</a>

## Online order for services

ITEM NO	DESCRIPTION	COMPANY TO RETURN FORM TO	SUBMISSION DEADLINE	PLEASE REFER PAGE
1	Booth Service	(Online portal) Innogen Sdn Bhd	January 6, 2023	33
2	Exhibitor Service Center	(Online portal) Kuala Lumpur Convention Center	Early-bird orders by February 13, 2023	34 - 35
3	Freight Forwarder	R. E. Rogers (Malaysia) Sdn Bhd  General Email: <a href="mailto:info@rogers-asia.com">info@rogers-asia.com</a>  <b>Attn: Mr. Amir Hamzah</b> Mobile: +6019 491 9386 Email: <a href="mailto:amir@rogers-asia.com">amir@rogers-asia.com</a>		36 - 37





## Form 1

# COMPLIANCE WITH RULES, REGULATIONS, TERMS AND CONDITIONS FORM

Company Name:	
Company Address:	
Contact Person:	Email:
Tel/Mobile:	

**I / We have read, understood and agree to comply with the Rules & Regulations and terms and conditions outlined in the APAO 2023 Exhibitor Manual.**

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

No exhibition will be permitted to begin until this form has been signed and returned to the Congress Secretariat.

Please return this form by **<DATE>** to:

*Congress Secretariat*

– *<NAME>*

[\*<Email>\*](#)

## Booth Service (By Innogen Sdn Bhd)

Please click the following link to submit the admin forms and make orders:

<https://innogen.app//project/apao2023/38th-asia-pacific-academy-of-ophthalmology-congress/>

SERVICE OPTION	DESCRIPTION
<b>Bond &amp; Admin</b>	Compulsory for Bare Space Stand/ Upgraded Stand Exhibitor/ Appointed Contractor
<b>Indemnity Form</b>	Compulsory for Bare Space Stand/ Upgraded Stand Exhibitor/ Appointed Contractor
<b>Design Submission</b>	Compulsory for Bare Space Stand/ Upgraded Stand Exhibitor/ Appointed Contractor
<b>Fascia Name</b>	Compulsory for Standard Shell Scheme Stand Exhibitor
<b>Furniture on Hire</b>	
<b>Electrical &amp; Lighting</b>	Compulsory for Bare Space Stand/ Upgraded Stand Exhibitor/ Appointed Contractor
<b>Service Location Plan</b>	

## Exhibitor Service Center (By KLCC)

Click here to place your orders: [Exhibitor Service Center](#)

### Exhibitor Services

The following services are required to be ordered from the KLCC:

- a) Audio Visual
- b) Beverage
- c) Booth Catering
- d) Banners Hanging
- e) Hanging Object
- f) Internet services and Telecommunications
- g) Water Connection and Compressed Air
- h) Potted Plants and Flowers
- i) Stand Cleaning
- j) Catering Service Staff

All orders can be requested and confirm via KLCC's Event portal

The KLCC's Exhibitor Service Center Portal is an online shopping site where exhibitors can place orders for food and beverage and other products and services deliverable to the booth during the exhibition.

All exhibitors are entitled to **special incentives** when placing early-bird orders. **A 30% surcharge is applicable for late orders.**

For assistance with regards to any of the service order forms, please contact Exhibition Services at +603 2333 2603.

## Exhibitor Service Center (By KLCC)

Click here to place your orders: [Exhibitor Service Center](#)

Service Options	Description	Deadline
<b>Audio Visual Equipment</b>	The Center has a range of digital displays for you to choose from <ul style="list-style-type: none"> <li>• LCD Screen</li> <li>• Projectors</li> <li>• Projection Screens</li> </ul>	02/13/2023
<b>Booth Catering Selection</b>	The Center offers food items ranging from local delicacies, finger foods and even dessert!	02/13/2023
<b>Packed Meals</b>	A full meal consisting of rice, a main dish and a side dish, all individually packed for your convenience.	02/13/2023
<b>Beverages</b>	Quench your thirst with your choice of drink.	02/13/2023
<b>Catering Service Staff</b>	The Center's trained service staff are ready to serve your guests and visitors with your preferred catered items.	02/13/2023
<b>Internet Connection</b>	Dedicated internet connection that is solely yours.	02/13/2023
<b>Rigging Points for Hanging Banner</b>	The only venue with rigging truss facilities for you to suspend your banners.	02/13/2023
<b>Rigging Points for Hanging Object</b>	The only Center with rigging truss facilities for you to suspend your hanging objects.	02/13/2023
<b>Booth Cleaning Services</b>	Our housekeeping staff will keep your booth spotless.	02/13/2023
<b>Water Supply Connection</b>	A dedicated water supply for your use at your booth use.	02/13/2023

**APAO 2023  
HANDLING FORM**



# Freight Forwarder (By R. E. Rogers)

**NAME OF EXHIBITION:**

**DATE:**

**VENUE:**

Please provide us with a quotation based on the following services and specification:

Please Tick [ v ]:

- ☐ Collection from our local address
- ☐ Unloading from transport & delivery to stand
- ☐ Assist with unpacking
- ☐ Removal, storage and return of empty cases
- ☐ Repacking
- ☐ Removal from stand and loading onto transport
- ☐ Delivery to our local address
- ☐ All services from local arrival Kuala Lumpur port / airport through to place on stand
- ☐ All services from close of show through to delivery FOB Kuala Lumpur port / airport
- ☐ Assistance with shipment from.....

**Our exhibit specification is as follows (COMPULSORY FOR EACH SECTION):**

Case No: \_\_\_\_\_

Dimension (mm): \_\_\_\_\_

Gross Weight: \_\_\_\_\_

Brief Description of Goods: \_\_\_\_\_

Is this product/exhibit operational during the show: ☐ YES ☐ NO

(Please use separate sheet for each exhibit)

**From:**

Company Name : \_\_\_\_\_

Address : \_\_\_\_\_

Tel. No. : \_\_\_\_\_ Fax No.: \_\_\_\_\_

Contact Person : \_\_\_\_\_

**STAND CONTRACTOR (COMPULSORY):**

Company Name : \_\_\_\_\_

Person in Charge: \_\_\_\_\_

Positioning exhibit at booth:

1. With Platform ☐ Without Platform ☐ (Exhibit exceed 2001kg must not be on platform)

2. Exact positioning of exhibit at the booth

(Please attached TOP VIEW booth design / layout with exhibit's exact positioning)

**APAO 2023**  
**HANDLING FORM**

# Freight Forwarder (By R. E. Rogers)

## HEAVY / HAZARDOUS / LARGE EXHIBIT (IF APPLICABLE)

1. Every heavy / hazardous / large exhibit must be presented with their design together with dimension to us.
2. Every Exhibits that exceeded 2001kg and above (per item) will be treated as heavy and large exhibits.
3. Hazardous exhibits should be declared with the Organizer, Venue and R.E. Rogers (M) Sdn Bhd at least 1 month before exhibition starts.  
\* Please provide picture of exhibits including the packaging details (Please provide pictures of exhibits with / without packaging)

## MECHANICAL EQUIPMENT REQUIRED:

1. Forklift: \_\_\_\_\_ kg
2. Crane: \_\_\_\_\_ kg
3. Other Special Equipment: \_\_\_\_\_

## DURATION OF INSTALLATION REQUIRED:

1. Days: \_\_\_\_\_
2. Hours: \_\_\_\_\_

## SAFETY SPECIFICATIONS (KINDLY INDICATE IF ANY)

---

---

## LAST-MINUTE ENQUIRIES

1. Any last-minute request for onsite handling service at the venue will be subject to a penalty of RM200.00, excluding onsite handling charges.
  2. Last-minute enquiries during moving in/out day will be treated on a first-come, first-served basis. All vehicles will need  
to be registered at the Vehicle Holding Area (VHA).
  3. Last-minute request for handling of exhibit using forklift / crane is subject to venue and organizer's approval.
  4. Loading/unloading process will be done subject to space availability at the loading bay.
- Submission of this form must be made at least 2 weeks before the opening of exhibition. Any late submission of this form will subject to a late surcharge of an additional RM30.00 / CBM from the published Onsite Handling Fee.