

# World Tunnel Congress 2025

Exhibitor Manual

**Stockholm**  
**May 9-15**



# Content

- Key notes ..... 5
  - Congress / Exhibitor Dates and Venue..... 5
  - Exhibitor Service Desk ..... 5
- Key Contacts ..... 6
- Checklist..... 8
- Sustainability..... 9
- Exhibitor registration ..... 10
  - Exhibitor Badges and extra exhibitor badges ..... 10
  - Staff briefing at the booth ..... 11
  - Constructor Badges ..... 11
- Set-up and dismantling ..... 12
  - Exhibition Schedule\* ..... 12
  - Set-up and dismantling..... 13
  - Dismantling deadline ..... 13
- Parking & Arrival ..... 13
  - Car parking..... 13
  - Truck parking ..... 13
  - Free parking for exhibitors during moving in and dismantling ..... 13
  - Public transport lines ..... 13
  - Fairground overview..... 14
  - Congress Layout ..... 14
- Stand Construction Guidelines ..... 15
  - General requirements ..... 15
  - Heights..... 16
  - Separation walls ..... 16
  - Transparency ..... 17
  - Columns ..... 17
  - Flooring..... 17
  - Stand roofing ..... 17
  - Sound..... 18
  - Submission of construction plans & approval..... 18
    - Procedure of submission ..... 18
    - Interpretation of the regulations ..... 19
    - Documentation ..... 19

Service orders via Exhibitor Services Web Shop .....	20
Login procedure.....	20
Suppliers Appointed by Exhibitors .....	20
Electricity .....	21
Rigging and Hanging Points Orders .....	21
Rigging limitations / pre-riggs.....	22
Audio-visual equipment .....	23
Water installation .....	23
Communication Services .....	23
Wifi.....	23
Network connection .....	23
Static IP address.....	23
Cleaning .....	23
Catering – Food & Beverages .....	24
Exclusivity.....	24
Promotional activities .....	25
Hostess Services .....	25
Black out times .....	26
Insurance .....	26
Exhibitor Help Desk.....	26
Logistics / Transportation.....	27
Deliveries .....	27
Goods Reception .....	27
Storage.....	28
Access to the exhibition halls via delivery gate / Deposit.....	28
Time slots for unloading/loading.....	29
Working passes.....	29
Security and Emergency Procedures.....	30
Safety & Access Control.....	30
What to do in case of emergency .....	30
What to do in case of accidents .....	30
How to evacuate the area .....	31
Restricted products .....	31
Security .....	31
Fire Protection .....	32
Fire Extinguisher .....	32

Health & Safety..... 32  
Accommodation..... 33  
Hotel reservation..... 33

## Key notes

This Exhibitor manual is to the best of today's knowledge correct and complete. Should new circumstances (e.g. pandemic situation) require any adjustments, an updated version will be released in due course.

## Congress / Exhibition Dates and Venue

<b>Congress Dates:</b>	9-15 May 2025	Scientific Program
<b>Exhibition Dates:</b>	12-14 May 2025	Exhibition Operating Dates

**Venue Address:** Stockholmsmässan  
Mässvägen 1, 125 30 Älvsjö (Stockholm, Sweden)  
[www.stockholmsmassan.se](http://www.stockholmsmassan.se)

## Exhibitor

The term 'Exhibitor' describes any company or organisation that has made a successful application for space allocation in the exhibition to be organised in the framework of WTC2025 or any agent or representative (including booth builder, decorators, agencies, etc.) acting on behalf of the Exhibitor.

## Exhibitor Service Desk

There will be an Exhibitor Service Desk on site with a contact person from Meetagain during set-up, dismantling and throughout the opening hours of the exhibition. The exact position and time will be determined at a later point. A contact person from Stockholmsmässan will be present at Service Center very close to hall B, on the first floor. At the Service Center, there is a shop for useful small things for the booth available.

# Key Contacts

PCO - Congress Organisers	
<p>Meetagain Team</p>  <p>WTC2025 Organising Committee</p> 	<p>Meetagain AB c/o iOFFICE, Drottninggatan 32 111 51 Stockholm, Sweden</p> <p>Phone: +46 (0)8 664 58 00 Email: <a href="mailto:wtc2025@meetagain.se">wtc2025@meetagain.se</a></p> <p>Contact us:</p> <ul style="list-style-type: none"><li>- Sales, contracting and invoicing</li><li>- Support</li><li>- Exhibitor registration</li><li>- Hotel liaison</li><li>- Local staffing</li><li>- Organizing private meeting rooms at the venue. Organizing events such as dinners, restaurant reservations for groups.</li></ul> <p><a href="https://www.wtc2025.se">https://www.wtc2025.se</a></p>

Venue & Suppliers	
Venue	Stockholmsmässan AB  Mässvägen 1, 125 80 Stockholm Sweden
WTC2025 pedestrian entrance while set-up and dismantling	Parkeringsvägen 10, 125 30 Älvsjö SWEDEN GPS 59°16'44.7"N 18°01'09.9"E
Stockholmsmässan AB If you need any support and/or further information, please refer to the event team	Stockholmsmässan Eventservice Team Phone: +46 (0) 8 749 44 44 Email: <a href="mailto:eventservice@stockholmsmassan.se">eventservice@stockholmsmassan.se</a>
<a href="#">Stockholmsmassan</a> – one-stop-shop for your exhibit orders such as:  If you need any support and/or further information, please contact:	<ul style="list-style-type: none"> <li>▪ Electricity</li> <li>▪ Rigging</li> <li>▪ Audio-visual technique</li> <li>▪ Communication Services</li> <li>▪ Cleaning</li> <li>▪ Plants &amp; Flowers</li> <li>▪ Signage</li> <li>▪ Decoration</li> <li>▪ Furniture</li> <li>▪ Shell scheme packages</li> <li>▪ Fire Extinguisher</li> </ul> Stockholmsmässan Eventservice Team Phone: +46 (0) 8 749 44 44 Email: <a href="mailto:eventservice@stockholmsmassan.se">eventservice@stockholmsmassan.se</a>
Logistics Transport	Email: <a href="mailto:logistik@stockholmsmassan.se">logistik@stockholmsmassan.se</a> Email: <a href="mailto:transport@stockholmsmassan.se">transport@stockholmsmassan.se</a>
Catering through Mässrestauranger Orders from partners/exhibitors for meeting & session rooms, booths and other areas	Restaurant & Catering Services Email: <a href="mailto:WTC.catering@massrestauranger.se">WTC.catering@massrestauranger.se</a> .

# Checklist

Key deadlines and dates to be respected by Exhibitors. For any questions, please contact the exhibition team at [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se).

Checkbox	Deadline	Action	Contact/Link
	Within 30 days after receiving the invoice	Payment (partnership and stand space) due	<a href="mailto:mail@meetagain.se">mail@meetagain.se</a>
	Ongoing	Contract handling	<a href="mailto:wtc2025@meetagain.se">wtc2025@meetagain.se</a>
	Ongoing	Exhibitor registration Please register all your staff including booth staff and additional hostesses.	<a href="mailto:wtc2025@meetagain.se">wtc2025@meetagain.se</a>
	01 April 2025	Handing in your stand projects for approval	
	01 April 2025	Booking of hostesses to the exhibition	<a href="mailto:wtc2025@meetagain.se">wtc2025@meetagain.se</a>
	10 April 2025 afterwards 30% surcharge	First deadline for exhibition related services through the web shop: <a href="https://www.stockholmsmassan.se">Stockholmsmassan</a> <ul style="list-style-type: none"> <li>- Rigging requests</li> <li>- Water connection request</li> <li>- Power connection request</li> <li>- Audiovisuals</li> <li>- Shell scheme package</li> <li>- Carpet &amp; furniture</li> <li>- Communication services</li> </ul>	<a href="mailto:eventservice@stockholmsmassan.se">eventservice@stockholmsmassan.se</a>
	09 April 2025	Deadline for catering orders	<a href="mailto:WTC.catering@massrestauranger.se">WTC.catering@massrestauranger.se</a>
	25 April 2025	Deadline for Exhibitor registration	<a href="mailto:wtc2025@meetagain.se">wtc2025@meetagain.se</a>
	09 May 2025 afterwards 50% surcharge	Deadline for exhibition related services through the web shop <a href="https://www.stockholmsmassan.se">Stockholmsmassan</a>	<a href="mailto:eventservice@stockholmsmassan.se">eventservice@stockholmsmassan.se</a>
	Prior to set-up	Check shipping instructions incl. Time-slots for unloading/loading, arrival deadlines, customs etc.	<a href="mailto:logistik@stockholmsmassan.se">logistik@stockholmsmassan.se</a>
	Day of set-up/ Day of dismantling	Pickup of working passes on-site at the gates to the loading area of Stockholmsmässan	
	Duration of the congress	Please download and have the completed documents at all times accessible at your stand.	<a href="#">Health and safety risks during production</a> and <a href="#">Risk analysis template</a>



# Sustainability

Thank you for being a part of our commitment to a greener and more sustainable future as we prepare for WTC2025 at Stockholmsmässan in Stockholm. This congress provides a unique opportunity for us to lead by example in environmental stewardship and corporate social responsibility, while addressing key challenges and opportunities in the tunneling industry.

Sustainability is at the core of Stockholmsmässan, which holds an ISO 20121 certificate, confirming its position as a sustainable contractor. The venue is deeply committed to the UN Agenda 2030 Sustainable Development Goals, with a particular focus on SDG 8 (Decent Work and Economic Growth), SDG 12 (Responsible Consumption and Production), and SDG 17 (Partnerships for the Goals).

By selecting Stockholmsmässan as your stand construction partner, you not only reduce logistics and emissions but also benefit from having a reliable, on-site partner. Stockholmsmässan takes pride in fostering good working conditions and maintaining close collaboration with local trade unions to ensure a positive impact on both people and the planet.

We invite you to explore how you can contribute to a sustainable congress experience and make a meaningful impact during your participation. To learn more about the venue’s sustainability initiatives and how they align with your goals, visit Stockholmsmässan’s website. Together, we can create a greener future for our industry.

## SUSTAINABILITY AT STOCKHOLMSMÄSSAN

Sustainability means taking the needs of both current and future generations into consideration as well as claiming a long-term responsibility in our daily activities. Our sustainability efforts have three focus areas: Sustainable Community, Sustainable Environment and Sustainable Innovation. Here are some examples on how these translate into practices. Find more information at [stockholmsmassan.se](http://stockholmsmassan.se)



**FOOD & BEVERAGE**  
 All restaurants in our venue are certified with the Swedish sustainability label KRAV, which means that whatever you crave, our menus will cater to your tastebuds as well as the planet. We do not serve any fish or seafood that is red-listed by WWF and we convert all food waste into climate friendly biogas.

**ENERGY & VENTILATION**  
 Our power consumption is constantly decreasing. Efficient heat pumps regulate temperatures, and the exhibition halls are easily partitioned so no areas are heated or ventilated while unused. Also, the electricity we use is eco-labelled and derived from renewable sources. Reducing our carbon footprint really gives us energy.

**BIODIVERSITY**  
 Biodiversity is a requirement for all life. We further biodiversity by maintaining our own park where the lawn gets to grow wildly and attract pollinating insects such as bees, bumblebees, and butterflies, which are vital to all our food crops and eco systems. Let it bees!



**CERTIFICATIONS**  
 In 2019 we proudly obtained a certification for ISO 20121 – Sustainable Event Management. Our suppliers (such as the cleaning company and the hotel next door) all hold several sustainability certifications and ecolabels as well.

**TRANSPORTS**  
 All roads lead to Stockholmsmässan. It seems. You can reach us fast and easy by way of public transport and we offer bicycle parking for those with energy to spare. And speaking of energy, as much as possible of our internal logistics fleet consists of electric vehicles. For everything else we use 100% environmental fuels.

**CLEAN WATER**  
 Water is not only the best quencher of thirst there is and utterly essential to our existence. It is also a human right. We use low-flow faucets and toilets to spend less water. Every little drop helps.

**SAFETY & WELLBEING**  
 At Stockholmsmässan, you have the right to feel safe, no matter if you are an employee, a supplier, a client, exhibitor, or visitor. We take a safe work environment for granted and our employees can enjoy several benefits such as a collective agreement, wellness allowance, an hour per week for exercising and the possibility of joining work-related art, sports or sustainability club.

**RECYCLING**  
 We firmly believe in second, third and even fourth chances and repurpose as much furniture and other materials as possible. No less than 98% of our waste is either reused, recycled or energy recovered. Who knew that thinking in circles is the way forward?



# Exhibitor registration

Exhibitor registration is open and available on WTC2025 website.

Partners & Exhibitors are entitled to a certain number of complimentary Exhibitor badges according to their corresponding packages and exhibition space. See respective signed contract.

If the provided number of complimentary Exhibitor badges is not sufficient for your booth crew, you can order additional Exhibitor badges at the price of SEK 2 500 per day plus VAT if applicable.

All Partners, Exhibitors and booth personnel must be registered in advance of the Congress, as well as visitors. Kindly note that all badges are unique and personalised for each participant. The final registration deadline will be 25 April 2025. After this date, an admin fee of SEK 750 (plus VAT if applicable) will be charged for all name changes. Any transfer requests prior to the deadline must be sent to [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se). No refunds will be given in case of cancellation.

The Exhibitor badges are also valid for the Opening Ceremony and give you access to the exhibition booth 1 hour before and after public opening hours. For security reasons, Exhibitors are always required to wear their badges. These badges are meant to be used for your company's staff.

Attention! Some of your booth staff might prefer registering as delegates instead of exhibitors because they should have access to the technical sessions. These persons will not have access to the exhibition outside the official opening hours! If you need them at the booth one hour before and/or after official opening hours, please ensure to order an exhibitor badge for each of these persons in addition to the delegate badge.

You can pick up your name badge onsite at the exhibition registration counter. Badge holders and lanyards are available throughout the congress venue.

Please note that without your badge, access cannot be granted.

## Exhibitor Badges

- Access to the Welcome Reception and Opening Ceremony
- Access to the Exhibition including access to the exhibition booth 1 hour before and after public opening hours
- Coffee breaks and lunches during the congress days
- No access to the scientific programme

## Extra Exhibitor Badges

Price per badge: SEK 2.500 per day plus VAT if applicable – Please note that all extra passes have to be registered and paid for before entering the congress.

- Access to the Welcome Reception and Opening Ceremony
- Access to the Exhibition including access to the exhibition booth 1 hour before and after public opening hours
- Coffee breaks and lunches during the congress days
- No access to the scientific programme

In addition, you may purchase tickets for other social events, for example the Congress dinner.

## Staff briefing at the booth

If you plan any internal activities at your booth before the official opening of the exhibition (such as staff briefings, inspections or similar), please schedule those for 11 May between 8:00 a.m. and 2:00 p.m. Please ensure that all attending persons have an exhibitor badge. They need to be registered beforehand.

If this time frame is not suitable and/or if there are more than ten people involved, prior notification to the organizer is mandatory. Please send an e-mail to [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se) indicating the time, duration, number of people and purpose of the activity.

During the regular build-up days (Saturday – Sunday) all persons on the exhibition floor need to wear safety shoes (min. protection class S1). Protection helmet & high visibility jacket are highly recommended.

However, on Monday, all activities on the exhibition floor should be only decorative, without heavy work and without the use of ladders etc. Only in this case will it not be necessary to use safety shoes.

## Constructor Badges

Working passes for set-up & dismantling must be picked up at Stockholmsmässan. The working passes will be distributed at the delivery gate and the main entrance. You do not have to order or register working passes beforehand.

### Congress Days

During the congress days, the working passes are not accepted. In the event of an equipment failure (i.e. breakdown of coffee machine, lighting, etc.), your constructor should receive an Exhibitor badge from your allotment. If one representative of the construction team is meant to be at the booth all day, one Exhibitor badge should be used as well. All contractors who require Exhibitor badges during congress days, would need an Exhibitor registration on behalf of the Exhibitor.

# Set-up and dismantling

## Exhibition Schedule\*

Date	Information
Set-up	
Saturday, 10 May	8:00 a.m. – 8:00 p.m.: free-built stands only
Sunday, 11 May	8:00 a.m. – 10:00 p.m.: all stands 8:00 p.m.: all technical set-up needs to be finalized. Aisles need to be cleared; no materials should be left. During the night: cleaning of the aisles
Monday, 12 May	7:00 a.m. – 9:00 p.m.: decoration work etc. without noise (as the Opening Ceremony is already running)
<b>Exhibition opening hours</b>	
Monday, 12 May	11:00 a.m. – 5:30 p.m.: Exhibition area open (Hall B) 11:00 a.m. – 11:30 “Swedish fika” is served in the Exhibition area
Tuesday, 13 May	8.30 a.m. – 5:30 p.m.: Exhibitors have access one hour prior to and after official opening hours. Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors.
Wednesday, 14 May	8.30 a.m. – 5:30 p.m.: Exhibitors have access one hour prior to and after official opening hours. Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors.
<b>Dismantling hours</b>	
Wednesday, 14 May	5:30 p.m. – 10:00 p.m. soft breakdown inside the booth spaces as the hall needs to be prepared for dismantling. Please keep in mind that vehicles do not have access to the venue before 7:30 p.m.
Thursday, 15 May	8:00 a.m. – 8:00 p.m.

\*All times are subject to change.

## Set-up and dismantling

Dismantling and removal may not start before the official closing time. Any special arrangements for build-up or dismantling and removal of exhibits must be made in consultation with [eventservice@stockholmsmassan.se](mailto:eventservice@stockholmsmassan.se).

The Exhibitor is responsible for the safety of their products, displays and stand. During the build-up and dismantling period, no material should be left unattended at any time. It is the responsibility of each Exhibitor to leave the stand space clean and tidy during the exhibition and after break down. All exhibits, displays, stand fittings and materials must be removed from the premises by the time and date stated in this manual. The exhibition logistics team can demand that Exhibitors restore their exhibition area to the original condition at the Exhibitor's own expense. If Exhibitors leave rubbish behind, charges will apply. Stored materials, empty containers and packing material must be disposed of. The venue provides a standard cleaning service and anything that is deemed unreasonable waste will be charged accordingly.

Please note that build-up and dismantling days are high-risk periods. You are recommended to work in pairs so that the stand is always manned.

## Dismantling deadline

All exhibits and stand equipment must be removed from the halls by 8:00 p.m. on Thursday, 15 May 2025 and all personnel should leave the premises by that time.

Any damages, unequivocally attributable to the Exhibitor, are charged to the same.

At the expiry of the terms laid down, the material still present in the exhibition space will be automatically removed by Stockholmsmässan and stored at risk and charge of the Exhibitor, who accepts as of now this condition.

## Parking & Arrival

### Car parking

There are several parking lots below Hall C with a maximum height of 2.1 meters. The rate is SEK 170/day or SEK 65/hour (pay-and-display machine). At the moment - still same prices and machines. The entrance of the parking deck will close 1 hour after the closure of the congress. Exit from the parking lot is always possible, even after closure.

### Truck parking

For trucks of all kinds there are parking spaces close to the Stockholmsmässan, please ask security on-site where to park.

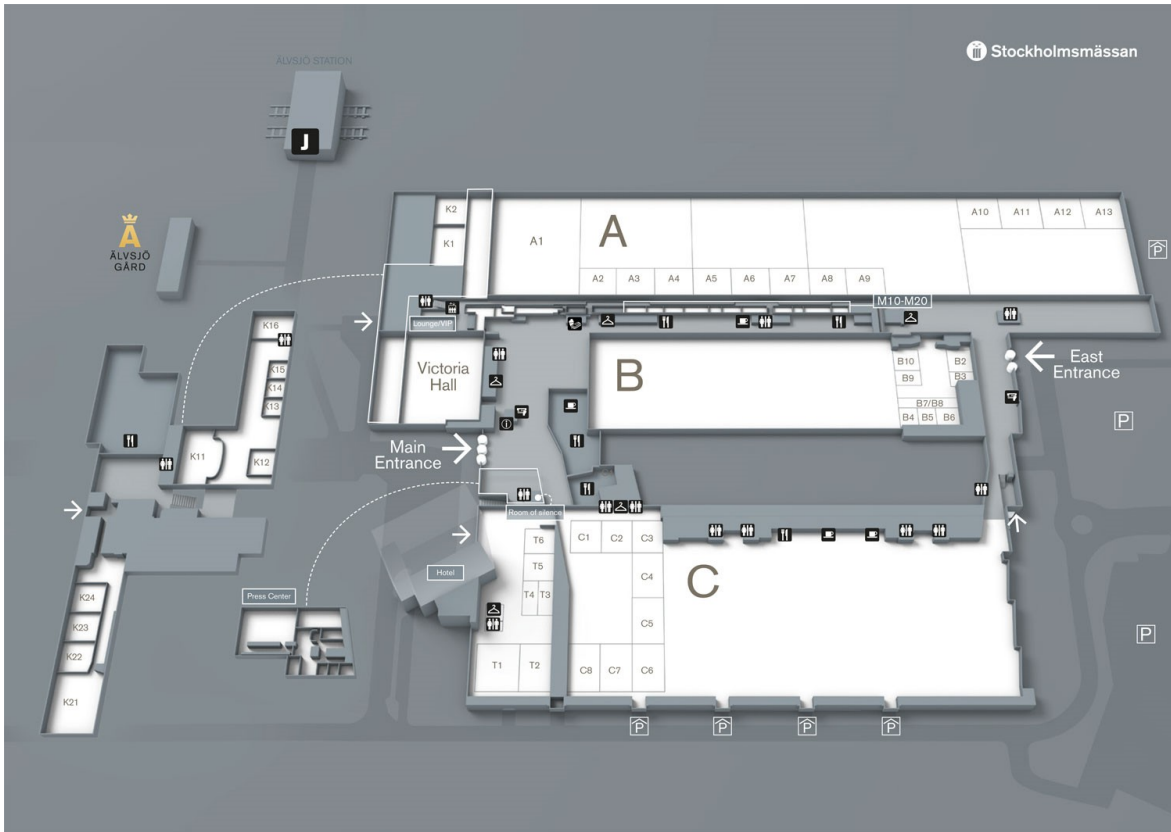
### Free parking for exhibitors during moving in and dismantling

The special parking permit can be picked up at the information in the entrance area or when entering the loading area to Hall B.

### Public transport lines

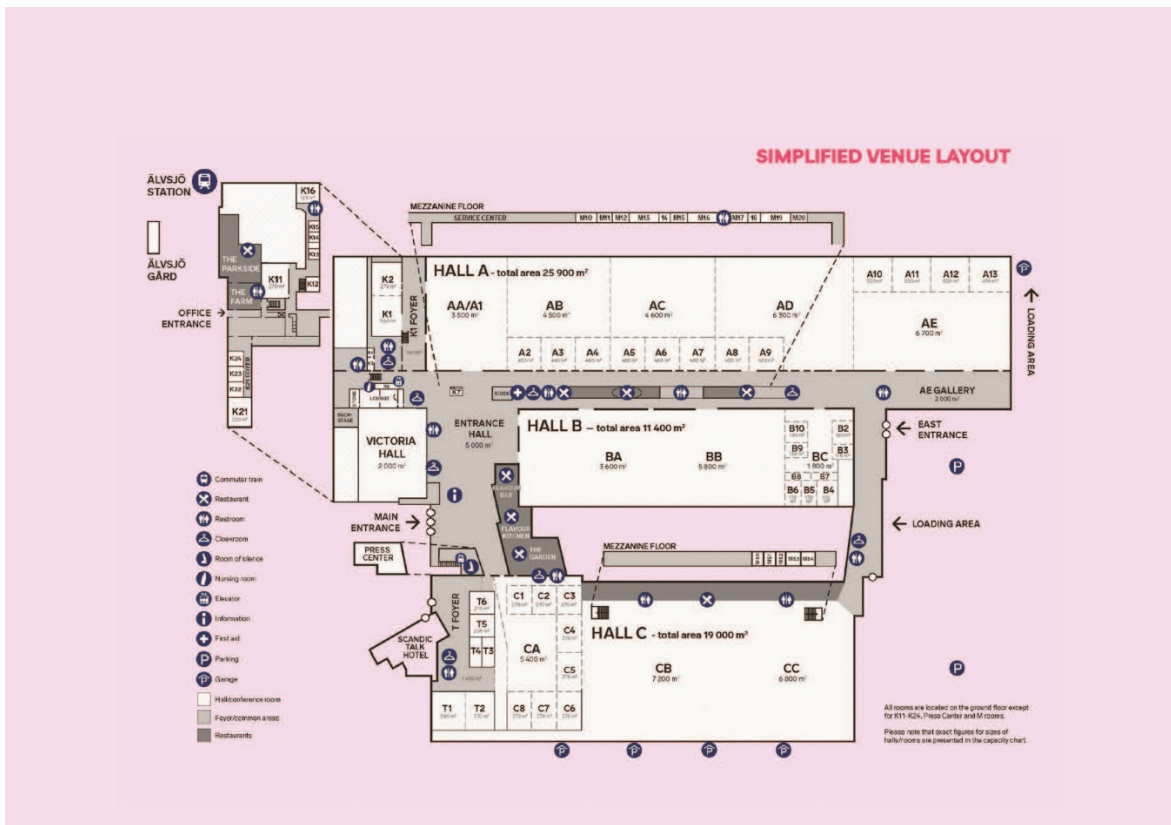
A more relaxed way to travel is by public transport, which also follows the sustainable approach of WTC2025. It also saves time during peak times. Therefore, we recommend using public transport. Älvsjö Station is the closest rail station to Stockholmsmässan. If you travel from Stockholm City, it only takes you 10 minutes to reach Älvsjö Station. Please check [here](#) for further information.

## Fairground overview



© Stockholmsmässan

## Congress Layout



# Stand Construction Guidelines

The Exhibitors agree to observe all regulations and requirements stipulated in this document and shall not consider them as merely administrative. In addition, the Exhibitors agree to observe all technical and safety regulations and requirements stipulated by Stockholmsmässan.

In case regulations & requirements in this document are different from Stockholmsmässan, the Congress regulations of this manual supersede the rules of Stockholmsmässan.

## General requirements

- All exhibits must be confined to the spatial limits of their booth, as indicated in the final floor plan.
- Equipment to be shown or demonstrated must be placed in the exhibit space contracted to ensure that the visitor viewing the equipment will be in the booth and not impeding aisle traffic.
- Stands, including all equipment and exhibits and advertising matter are to be constructed with such stability as to pose no danger to public safety and order, and especially life and health.
- Exhibits must be always staffed during the exhibition opening hours. The exhibition areas are to be used only during the specified opening hours.
- Two-story booths are not allowed.
- Exhibitors will not be allowed to project images on to the gangways, ceilings, walls or other spaces which are not part of their stand.
- Special care must be taken to avoid lights and/or spotlights as well as all sorts of sound that are annoying to visitors or neighboring stands.
- No signs may project beyond the delimiting walls of the stand, and each Exhibitor must avoid hindering the view or entrance way of neighboring stands.
- Exhibitors are solely responsible to ensure that all necessary certifications are obtained by themselves or their appointed contractor for exhibiting in WTC2025.
- Any aspect that is not covered in the WTC2025 Exhibitor Manual is subject to approval by [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se).

Please also keep in mind:

- Use rubber mallet or equivalent to reduce noise levels when installing lighting girders.
- Climbing on girders is strictly forbidden.
- Saws, grinders, polishers or similar should be fitted with a dust extractor.
- The construction of platforms, stages and catwalks exceeding a height of 60 cm must have a 110 cm handrail.



## Heights

We kindly ask you to plan your constructions regarding the heights reasonable in order not to block the view of possibly smaller stands adjacent to your own.

All heights are measured from the hall floor (not stand floor) to the top of the construction.

2.50 m	Minimum height of separation walls, columns and/or other solid constructions at the outer edge.  This also applies for side and back walls connecting to another stand
2.50 m	Please note: constructions higher than 2.5m need to undertake a height review by Stockholmsmässan. This should be ordered via the web shop <a href="#">Stockholmsmassan</a> menu "Wall systems – Height review")  This also applies for side and back walls connecting to another stand
5.0 m* Distance rule!  Transparency &  Look-through rule!	Maximum height of walls, columns and/or other solid constructions with a minimum distance of 0.5m to the stand perimeter.  Constructions higher than 3.0m may not block more than 50% of the view (also, with other higher elements on the stand) from one side of a stand to the other.  Banners hanging on riggings with a closed surface going all around the booth may have a depth of max. 1.0m.  There must be a min. 1.0m distance between the lower edge of the banner, signage etc. fixed at the rigging and the top edge of the solid construction. This does not apply to single pillars or other stand elements (graphics, curtains etc.) that are connected to the roof structure but rather to larger wall elements that may impede the look-through onto the other side of the stand.
6.0 m*	Maximum height for top edge suspension/supporting structure/rigging (not branded/without any advertisement and if possible, from the location of the booth)

\*Meetagain cannot guarantee the feasibility of a specific hanging structure. Please check your requirements with the Eventservice team, [eventservice@stockholmsmassan.se](mailto:eventservice@stockholmsmassan.se), before starting the stand design.

Please note: The safety and stability of the booth construction and all used material is the sole responsibility of the Exhibitor. Neither WTC2025 nor the exhibition team nor Stockholmsmässan AB take any responsibility for any damages or accidents caused by exhibition stands. It is the responsibility of the Exhibitor to have proper liability insurance.

## Separation walls

Orders can be placed via the web shop [Stockholmsmassan](#) menu "wall systems".

All stands must be separated from the neighboring stand(s) by means of a separation wall. The separation wall can be provided by the Exhibitor or can be ordered via the web shop [Stockholmsmassan](#) with extra costs. This separation wall shall be in white/light/clean finish on both sides.



Apart from island booths (4-sided open), a back wall must be installed for every stand. Stands with immediate neighbor(s) should also be provided with the necessary sidewall(s).

## Transparency

Stands must be built as openly as possible on all open sides (for example see-through material where possible). Only 30% of any open side bordering on a visitors' aisle and facing other booths may be closed by walls or any other massive view blocking construction and must be reasonably spaced.

In general, one stand cannot be divided into two separate stands. Exception: If a separation is required to divide medical from commercial areas – in that specific case a separation is permitted. Rules for peninsula/corner/row stand apply then.

## Columns

There are various columns in the exhibition hall. They can be cladded\* but need to remain accessible e.g. via a door. Check pictures of the columns [here](#).

Please check the floorplan if a column is part of/close to your stand space which might have an influence on your design.

\*Cladding only by professionals. No tape, straps, nails or screws are allowed.

## Flooring

The Exhibition Hall B has a concrete floor. Maximum load for Hall B is 1.000kg/sqm.

Floor coverings such as carpeting, linoleum, parquet or the like are allowed only by using double-sided adhesive tape for easy removal, and only a type that does not leave residue on the floor. The use of paint on the floor of the exhibition hall is strictly forbidden.

Orders can be placed via the web shop [Stockholmsmassan](#).

If a service outlet has to be shared by a neighboring stand, Exhibitors are advised to build raised floors. Exhibitors will be advised of such a situation prior to entering a contract, there is no discount offered in such instances.

Due to sustainability, we refrain from laying carpet in the aisles.

## Stand roofing

The tops of all stands can be closed but must fulfil some regulations:

- For all booths with a ceiling size > 30 sqm a sprinkler is necessary (in this case the Exhibitor needs confirmation from Stockholmsmässan).
- For all booths with a ceiling size < 30 sqm the ceiling cloth must be sprinkler suitable.
- The booth covering material must be canvas (cloth), fireproof and in a fire situation the smoke must find its way upwards through it to reach the fire detection equipment located on the hall ceilings.
- Wood ceilings must have holes to allow smoke to pass through them!

In any case, the Exhibitor is required to get approval on the type of structure and layout from Stockholmsmässan.

We recommend the use of fabric ceilings with C1 fireproof certification and 40% to 60% mesh, so as not to interfere with the smoke detection and fire suppression systems. These ceilings must also be attached to a European Union-approved framework structure.

## Sound

- Audio-visual and other sound and attention-getting devices will be permitted only in those locations where the visitor viewing will be in the booth and not impeding aisle traffic and in such intensity as, in the opinion of the exhibition team, they do not interfere with the activities of the neighboring Exhibitors.
- Exhibits or other devices which emit sound, light or smell must be operated and controlled so as not to irritate other Exhibitors. The maximum noise level is 85 dB(A) at the edge of the stand.

## Submission of construction plans & approval

All stand constructions are subject to approval and must be submitted to [eventservice@stockholmsmassan.se](mailto:eventservice@stockholmsmassan.se) by 01 April 2025.

Deadline: 01 April 2025.

Responsibility for proper execution always lies with the builder. The exhibition team reserves the right to cancel stand construction and require changes in accordance with approved drawings and described stand concept.

Documents submitted later than the deadline stipulated above cannot always be reviewed in time. Therefore, approval might not be certain before the start of construction. This may result in dismantling, alterations or blocking the stand. The costs of the structure approval proceedings indicated in the next chapter will be invoiced to the Exhibitor.

### Height approval

When you want to use the space from 2.5 meters above the floor, you need to register for a height review.

Stockholmsmässan will ensure that any building or suspension over 2.5 meters complies with Stockholmsmässan's safety regulations and general terms and conditions.

When exposing a company name / logo / message over 2.5 meters you also must apply for marketing above 2.5m.

### Procedure of submission

Exhibitors will not be permitted to construct booths without approved designs. If a booth is constructed outside of the specifications of the approved designs, the exhibition team will insist on modifications to the design or undertake any measures it deems are needed to impede the use of the exhibition booth.

The detailed approval process is as follows:

1) The Exhibitor hands in the stand project to [eventservice@stockholmsmassan.se](mailto:eventservice@stockholmsmassan.se), who checks the compliance with the WTC and Stockholmsmässan specific design rules. The detailed scaled drawings should include:

- Plan views of the stand (scale 1:100)
- Elevations and stand measures
- Width and positions of gangways within the stand
- Floor and roof loading
- Specifications of materials used

2) Once approved from WTC and Stockholmsmässan side (approx. 7 working days), the Stockholmsmässan technical department will check and approve the stand project separately based on Stockholmsmässan safety regulations.

Stockholmsmässan will send a separate approval. Please note that Stockholmsmässan charges a fee of SEK 750 directly to the exhibiting company.

If any modifications are made after the final approval, the entire process must be repeated.

During set-up Meetagain and Stockholmsmässan will be present and monitor the compliance with the approved stand projects. Any arising costs of approval proceedings by Stockholmsmässan will be charged to the Exhibitor. Stockholmsmässan is entitled to make changes itself at the expense of the Exhibitor. Stockholmsmässan is also entitled to close the stand to forbid access for visitors.

### Interpretation of the regulations

Time and again situations arise in which it is not possible to formulate a unique set of guidelines for stand construction. In such a case, the exhibition team reserves the right to implement the decision regarding the approval or rejection of the stand design regardless of the guidelines. This always takes place with the aim of ensuring a transparently designed exhibition that is fair as far as possible to the Exhibitors and attractive and appealing to the visitors.

Exceptions:

The exhibition team reserves the right to grant exceptions to the regulations regarding the guidelines for stand construction, provided that a stand design represents added value for the exhibition and the visitors.

### Documentation

Please download and bring the documents [Health and safety risks during production](#) and [Risk analysis template](#) as guidance. The documents must be filled out by an authorized person from your company and should be accessible at all times in your stand.

# Service orders via Exhibitor Services Web Shop

The rental fee covers floor space only. All services as e.g. power supply, carpet, walls, rental furniture, stand cleaning can be ordered via the Stockholmsmässan web shop. In case you do not set up your own individual stand, we recommend booking a shell scheme booth.

Link to online shop: [Stockholmsmassan](#)

Contact for online shop / service orders: [eventservice@stockholmsmassan.se](mailto:eventservice@stockholmsmassan.se)

All suppliers of Stockholmsmässan act on their own behalf in all arrangements with Exhibitors and are not agents or employees of WTC/Meetagain. All services or materials supplied by these companies will be subject to a contract between the suppliers and Exhibitors and will be invoiced directly by Stockholmsmässan to the Exhibitors. Please note that the suppliers may apply their own regulations and instructions to the contracts they use. Therefore, WTC/Meetagain do not accept any liability or responsibility for any act performed or committed by such suppliers.

## Login procedure

Follow the [Stockholmsmassan](#) link as indicated above and carry out the steps hereafter:

1. You login with the email address you indicated when booking the exhibition space via the WTC registration.
2. Your account is created immediately in the Stockholmsmässan database.
3. When you go into the online shop the first time, ask for a password. The password will then automatically be generated and sent to the email address that has been used.

In case you require a separate login for e.g. your contracting partner, please contact Meetagain, [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se) and indicate the e-mail address you would like to register. Please note that it may take up to 7 days to create the new account in the Stockholmsmässan database.

Once the order is completed you can pay via credit card or bank transfer.

Full payment in advance: Stockholmsmässan confirms orders only after payment has been made.

Deadlines:

10 April 2025 – first order deadline for all services such as water connection, power connection, shell scheme packages incl. carpet colour, choice of furniture, company name choice and graphic artwork submission. Afterwards, a surcharge of 30% applies.

09 May 2025 – order deadline for all services, afterwards a surcharge of +50% applies

On-site orders cannot be guaranteed\* – and are also subject for the additional surcharge of +50%.

## Suppliers Appointed by Exhibitors

Please note that the Exhibitor remains responsible for the activities organized by the appointed supplier/agency. It is the Exhibitor's responsibility to ensure that all the relevant guidelines, rules and regulations, as well as health and safety regulations, relevant forms and deadlines are passed on to the appointed suppliers/agencies and that the suppliers/agencies act according to these rules and guidelines.

## Electricity

Orders for electricity can be placed via the web shop [Stockholmsmassan](#) menu “Technology – Electricity”.

The electrical network is segmented, and for safety considerations, the connection of electricity within a section is only permissible once all installations in that specific section are finalized.

Exhibitors/Stand builders are not allowed to connect anything directly to Stockholmsmässan electricity supply in the floor openings. All links to the permanent installations in the exhibition halls must be conducted by an authorized service partner approved by Stockholmsmässan. Qualified electricians are required for electrical installations within the booth. All electrical installations and equipment must adhere to applicable high-voltage regulations.

There are two types of power supply that can be ordered through the web shop:

- Limited period power supply – a sustainable solution for equipment that does not need to be powered around the clock. Electricity is turned on daily one hour before and turned off one hour after exhibition hours.
- 24-hour electrical connection: available for equipment that requires a round-the-clock power supply (as refrigeration or computer equipment).

At the end of each day (set-up, event, dismantling) the Exhibitor must switch off the circuit breakers that are part of their own installations and make sure that easily inflammable materials do not remain in the stand.

It is advised to ensure that the positioning of the electric panel is marked on the stand design plan.

- Keep in mind the position of the subsurface channels, where the cable connection comes out.
- Failure to do so will result in the panel being positioned at the official contractor’s discretion.

Order deadline:

- early booking until 10 April 2025, surcharge of 30% applies after that date
- late booking until 09 May 2025, surcharge of 50% applies afterwards
- after that date availability on request

Please note:

- The exhibition hall has service channels on the floor
- Attention! Fuse boxes at the columns must always remain accessible.
- The power will be switched on 60min before and remains on until 60min after the regular exhibition times and during the entire set-up. Please ask for an individual offer if you need electricity outside of the defined schedule.

## Rigging and Hanging Points Orders

Requests can be placed via the web shop [Stockholmsmassan](#) menu “Technology – Wire & Telfer / Rigging”. Please check the specific suspension point situation regarding availability, position, and max. load at your stand location with Stockholmsmässan before you start your design work, since not every rigging request can always be realized. WTC/Meetagain cannot guarantee the feasibility of your hanging rigging structure.

Rigging of banners etc. are allowed with prior approval of [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se) and in accordance with the WTC2025 stand construction rules. Structures to be suspended may only be located within the boundaries of the booth.

If you are building or hanging anything above 2.5 metres from the floor, you need to submit a height review so that Stockholmsmässan can ensure that all constructions adhere to their safety regulations

and general rules regarding height installations. Height review is to be ordered via the web shop [Stockholmsmassan](#) menu "Wall systems – Height review". For instructions regarding work with rigging, lighting and trusses in Stockholmsmassan's booths and premises, please refer to this [information sheet](#).

Hall B is separated into three sections: BA, BB and BC. The exhibition takes place in sections BA and BB. Section BC is reserved for sessions/workshops. You can reach the sections via the delivery gates as outlined below:

Section BA (Gate names)\*

PB1

PB2

Section BB (Gate names)\*

PB3

PB4

PB5

PB6

\*please refer to the exhibition floorplan to see where your access is located.

Ceiling heights:

- BA is 8m high
- BB is 7m high

Along the hall's walls, the ceiling height can be significantly lower. When ordering Rigging and Hanging points, a measured drawing with specification of placement and weight is required to be send to Eventservice for a review.

All suspended fittings and apparatus (e.g. lights, TVs, sound clusters and speakers, displays, rigs etc.) should be fitted with secondary safety wires/chains and brackets. Details of layouts and weights of suspended fittings and apparatus are to be supplied to Stockholmsmassan. In general, suspension points are available at any position either directly or via pre-riggs. The max. weight in sections BA and BB is 500kg.

Deadline for hanging feasibility application: 01 April 2025

Attention! If you plan a complex project with high weights, many motors and drops we strongly recommend appointing a structural engineer to make sure your calculations are correct. Any related costs (for necessary static tests etc.) will be charged.

Rigging limitations / pre-riggs

In some cases, the location of the booth may determine:

- the need to use structures to adapt the space for anchor point installation, incurring an additional cost.
- the impossibility of installing anchor points.

We recommend the use of fabric ceilings with C1 fireproof certification and 40% to 60% mesh, so as not to interfere with the smoke detection and fire suppression systems. These ceilings must also be attached to a European Union-approved framework structure.

All materials used must be certified as compliant with European Union regulations. The number of points depends on each type of structure and the loads specific to each area.

## Audio-visual equipment

Orders can be placed via the web shop [Stockholmsmassan](#) menu “Technology – Sound”.

Please select the requested equipment such as monitors, attachments, computer systems, loudspeakers etc. based on your individual requirements. Please note that the equipment will only be delivered when you/your representative are at the booth.

## Water installation

Exhibitors interested in placing orders for water connections can do so via the web shop [Stockholmsmassan](#) menu “Technology - Plumbing”. Stockholmsmassan AB will check the availability and get back to you with a quotation according to your needs.

- water service points are located on the floor, and it is therefore recommended to use raised flooring with a minimum of 5cm to cover the water pipes.
- Exhibitors/Stand builders are not allowed to connect anything directly to Stockholmsmassan water supply.
- Consider the positioning of utility channels in your stand when marking on the drawing where you intend to place water, heating, and sanitation installations. This precaution helps prevent the inconvenience of dealing with pipes. Typically, the dotted lines on the placement proposal drawing indicate the location of utility channels.
- Usually, the water supply will be available on the first set-up day and will be cut one hour after the end of the exhibition on the last day of the congress for reasons of safety.

## Communication Services

Orders can be placed via the web shop [Stockholmsmassan](#) menu “Technology – IT, Wifi & Network”.

### Wifi

Stockholmsmassan offers to install a private wifi connection through on-site access points for you. The wireless network is suitable for basic connections for wireless devices to the Internet. No router is included. It is requested to choose a username (for SSID) and a password of at least 8 characters.

Although there is free Wi-Fi at the venue, we always recommend ordering a separate one which ensures a stable and safe connection during the duration of the exhibition.

### Network connection

Stockholmsmassan offers reliable fixed network connections to any point in their facility with connection speeds from 10 Mbit/s up to 1 Gbit/s with redundant internet connection. This will be installed via an internet cable. No router is included.

### Static IP address

Fixed IP addresses are another booking option. The wired IP connection is installed from floor or ceiling.

## Cleaning

The organiser is only responsible for the general cleaning of the exhibition hall (aisles and public areas) during the meeting, not for the exhibition stands. Individual orders can be placed via the web shop [Stockholmsmassan](#) menu “Services - Cleaning”.

The organiser does not allow the Exhibitor to put any waste in the aisles during the exhibition opening hours.

Prior to the opening of the exhibition and at the end of each day, the corridors in the exhibition hall will be cleaned. This service includes the daily waste disposal of smaller amounts of regular waste such as plastic, cartons etc. Every Exhibitor will be charged with an obligatory flat fee (7.50 EUR/sqm) for this service. If Exhibitors require stand cleaning after the set-up of the stand and during the event, please order this service via the web shop.

## Other services

### Catering – Food & Beverages

Orders can be placed via email to [WTC.catering@massrestauranger.se](mailto:WTC.catering@massrestauranger.se).

Please note:

- Order deadline: 9 April 2025 – afterwards the product range might be reduced, and 30% surcharge will apply.
- On-site orders are to be paid with credit card before delivery. The menu will be limited with a surcharge of 50% of the original price.
- The full stand catering menu for WTC2025 can be downloaded [here](#).

#### Exclusivity

Please note that the official caterer is Mässrestauranger AB. You are not allowed to book an external caterer or bring your own food or beverage into the venue. Coffee machines (as well as capsules) and baristas and other food or beverage related equipment is ordered through Mässrestauranger

Bite-sized branded pre-packed candy, chips and/or chocolates may be brought and served in a bowl for branding purposes.

#### Serving and licensing of alcohol

Please note that Mässrestauranger AB has the exclusive license for alcohol distribution on the premises, including all restaurants, conferences and events. Mässrestauranger will deliver directly to your booth and provides an assortment of cold drinks, glasses and personnel.

Please note the following regulations for serving alcohol:

Serving alcohol is not allowed before 11 am

It is prohibited to serve alcohol to persons under the age of 18

You need specific alcohol permission to serve alcohol after the event has closed for the day

During moving in and dismantling alcohol is strictly forbidden on the premises

Adequate disposal/garbage facilities need to be planned by the Exhibitor within the rented space.

Please bear in mind that every person including catering staff, baristas etc. in the exhibition hall needs to wear an Exhibitor badge.

Any catering activities planned by the Exhibitor must take place in the exhibition area and within the official hours of the exhibition. Sufficient storage and serving space must be planned ahead of time and must be within the rented space. These activities, which must be kept at reasonable levels, cannot take place in the aisles and should take place in a way that does not disturb neighboring stands and the overall appearance of the exhibition.

WTC/Meetagain reserve the right to cancel/stop such activities should it be deemed necessary, without incurring any responsibility or liability for compensation to the Exhibitor.



## Promotional activities

To enhance your visibility, we offer a wide range of promotional services. We recommend you book as early as possible as availability might be limited.

Any other activity that is organised with the purpose of promoting the company's presence during the event or its products or services is subject to WTC/Meetagain approval.

- Promotion or display of promotional material and any other related activity is not allowed outside the assigned exhibition space.
- All activities in the booth area potentially attracting a large audience and causing queues (e.g. presentation, quiz, distribution of giveaways) may not be placed immediately at the borders of the booth facing the aisles, as this might impede aisle traffic. These activities must be clearly identifiable on the booth layout sent in for approval of WTC/Meetagain.
- Sound needs to be directed towards the interior of the stand and not directed outside. The noise level at the perimeter of the stand may not exceed 85dB(A). Special sound systems are highly recommended.
- The exhibition team reserves the right to stop such activities on the booth immediately, if they are blocking passageways around the booth area or disturb neighboring stands.

## Hostess Services

Contact us at [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se) for your hostesses needs. Our personnel have a professional, friendly presence and excellent manners. Our demands are high when it comes to social skills and capacity to work, so you can always rely on getting the personnel you want. We carefully match our personnel and clients. Based on your wishes, we handpick individuals with the right background from our extensive staff database. We solve your problems correctly, professionally, and smoothly.

Example of tasks

Language interpreting, demonstrating of products/services, visitor registration in your booth, passing out promotional materials, serving refreshments, meet & greet at the airport, bring delegates from/to the airport and restaurants etc.

We have great experience working with different exhibitors from many countries. We gladly help you with hostesses at the fair/congress/event but also at social activities in the evenings.

Price: SEK 575 per hour. No VAT. Minimum charge is 4 hours/day/person.

Extra charges:

Saturdays and Sundays SEK 30 per hour

Weekdays after 8:00 p.m. SEK 30 per hour

All days 12:00 a.m. - 6:00 a.m. SEK 100 per hour

Deadline: 01 April 2025

## Black out times

It is not allowed to organise workshops, scientific sessions, or any other scheduled event that might conflict with the WTC scientific programme (please check the times). Confirmed meetings allocated by WTC/Meetagain are accepted. These rules apply to all Partners and/or Co-Exhibitors at the WTC.

Please also note that it is strictly forbidden to hold a meeting outside the congress premises during the official days, unless it is an official meeting/session in the program.

## Insurance

Exhibitors are reminded of the insurance requirements for public liability and exhibits. The Exhibitor shall provide, at the request of the organizers, satisfactory evidence that adequate insurance is in force. Exhibitors are responsible for insuring against liability incurred in respect of injury or damage to property of third parties. In addition to this, they should protect their expenditure against abandonment, cancellation or curtailment of the event.

## Exhibitor Help Desk

The exhibition logistics team will be there to support you during set-up, dismantling and the exhibition days. Exact location, opening hours & availability will be confirmed approx. at the end of April 2025.

# Logistics / Transport

All details are available on the webpage of [Stockholmsmassan](#)

We recommend that you use the fairgrounds services for transport and logistics

All enquiries or bookings should be directed at as below:

- Unloading/loading of trucks
- Handling/storage of empties and full goods
- Warehousing and handling operations
- Transport requests, international or domestic

Booking of unloading/loading with forklift: [Book Loading/Unloading](#)

(Booking is required for total volume over 4cbm 1000kg)

All work is carried out with 3ton forklift, for any bulky or heavy equipment, please contact by email: [logistik@stockholmsmassan.se](mailto:logistik@stockholmsmassan.se)

Transport request Door-Stand-Door (both ways): [Door Stand Door](#)

Transport request Stand-Door (return only): [Return of goods](#)

Please get in touch with Logistics if you plan to send shipments to the congress and if you have any questions

Important shipments origin outside EU:

Regardless mode of transport for import to Sweden it requires that you have a Swedish company on record to act as importer of your goods for clearance and tax purposes.

Or you can use a trade document called ATA Carnet for temporary import/export (can be applied for and any questions about it are answered by your nearest chamber of commerce in your region).

You can also seek guidance on what's suitable for your shipment with your carrier of choice on how to proceed.

Very important! The fairground can't/won't act as importer of your goods into Sweden, shipment will get stuck in customs

## Goods Reception

Attention! Please note that the staff from Stockholmsmässan is not responsible for any packages or anything that arrives prior to the event. Lost packages are not in the responsibility of Stockholmsmässan. We strongly recommend delivering smaller packages via the warehouse and having delivery from there directly to your booth.

Goods transported directly to exhibition halls (over 4cbm 1000kg) should be addressed to:

Stockholmsmässan  
"Event Name"  
"Company"  
"Stand Number or Conference Room"  
Parkeringsvägen 10  
SE-125 30 Älvsjö  
Sweden

Incoming goods are unloaded and received at Goods Inwards area. If goods arrive before the official move-in date, they will be placed in storage and the exhibitor will be invoiced any extra for this cost according to the current price list. As soon as moving in is allowed, the goods will be moved into the exhibition hall. We can receive earliest from 5th may – and shipments need to be sent back latest 23rd may. Regular opening hours goods receiving area are mon-fri at 07.00-15.45

## Storage

The storage of empties (including packaging or packing materials) at the booth/in the halls is prohibited. Combustible packaging, wood wool, plastic foam and straw must not be stored in the exhibition halls or other facilities open to visitors. The storage of boxes or any kind of materials in the alleys is strictly forbidden.

Generally, storage is not available at the venue. A limited number of storage boxes are available in the exhibition hall.

## Access to the exhibition halls via delivery gate / Deposit

Access to the loading bay (for **self-unloading** trucks/car/vans and pedestrians):

Close to the East Entrance –

Hall B Parkeringsvägen 10,

125 30 Älvsjö

SWEDEN

GPS 59°16'44.7"N 18°01'09.9"E

The exhibition is located in Hall B, Level 0. The hall will be accessible via several gates, which are sizeable for loading and unloading the van / trucks. The hall is on the same level as the loading area. It is not allowed to enter the hall with any vehicle.

Hall B is split into three sections: BA, BB and BC. The exhibition will take place in the sections BA and BB only. BC is reserved for the sessions/workshops. You will be guided to the following gates according to your stand location:

Section BA (Gates incl. dimensions)\*

PB1 4,20 x 4,08

PB2 4,20 x 4,95

Section BB (Gates incl. dimensions)\*

PB3 5,50 x 5,14

PB4 2 x 1,75 x 2,10

PB5 2 x 1,75 x 2,10

PB6 4,10 x 4,85

\*please refer to the exhibition floorplan to see where your access is located.

Please bear in mind that the access to the loading zone is regulated with time slots arranged by the fairground logistics department

All staff must always wear a working pass during set-up and dismantling. The pass allows staff to enter exhibition hall B during set-up and dismantling. The guards at the gate will be instructed by Stockholmsmässan with the registered time slots.

As soon as loading/unloading is finished, vehicles must immediately leave the loading area. The vehicles are then allowed to stay for a maximum of 30min in the loading bay. No deposit needs to be paid.

Long-time parking is strictly prohibited. Parking spaces for trucks are available close to Stockholmsmässan. Please ask at the security gate on site where to park.

## Time slots for unloading/loading

Stockholmsmässan logistics will allocate time slots for both set-up and dismantling for unloading/loading of direct deliveries/pick-ups. Therefore, it is mandatory to inform regarding your incoming and outgoing trucks at least 5 days prior to the date of delivery.

Logistics will reserve the time slots on a first come, first served basis. This is valid for all vehicles which have to unload/load at the hall (by forklift). In case you do not advise Logistics in time, or the truck misses the allocated time slot, you may have to accept waiting time depending on the ongoing loading/unloading process in the loading area.

Please note that it is impossible for Stockholmsmässan to deliver all empty crates and boxes to the booths at the same time. This may take up to 2-3 hours in some cases. Please note that loading traffic in the loading courts is only possible outside of the congress opening times when no participants are in the halls. Stockholmsmässan will start on approx. 1hour after closing time on the last day with delivering the empty crates and boxes.

Attention! The beginning of the dismantling time is often a very sensitive time for objects either being stolen or taken by mistake from neighboring stands. We therefore strongly recommend making sure that someone from your stand team remains at the booth until your construction team arrives, your valuable objects are packed and/or security is ordered. Exhibitors will be liable for any charges occurred by materials remaining in the halls after the time mentioned in the chapters "Set-up and Dismantling". In addition, they will be held liable for any resulting venue hire costs.

### Working passes

For security reasons, stand constructors only get access to the hall with working passes that must be always worn during set-up and dismantling. There will be no admission whatsoever to unauthorized personnel.

The working passes can be ordered on-site upon arrival at the delivery gate.

As soon as loading / unloading is finalized, vehicles must immediately leave the service area. Please be informed that on all Stockholmsmässan areas parking is not allowed.

# Security and Emergency Procedures

## Safety & Access Control

We will ensure smooth entrance into the venue and safe working surroundings. If necessary, adjusted information will be published closer to the event.

The emergency exits and escape routes must be always kept clear. The emergency exits and escape routes in the halls must never be blocked by items left standing or jutting into the aisle. Stockholmsmässan can order the immediate clearance of all aisles or certain aisles for logistical reasons.

### What to do in case of emergency

- Keep calm
- dial 112, but also call (if possible) +46 8 749 99 11 since Stockholmsmässan' s personnel will assist with directions for the ambulance.

### What to do in case of accidents

- Keep calm
- Inform a member of staff and the Security Officer +46 8 749 99 11 or go to the security station at the main entrance
- Do not obstruct the emergency squads
- Use defibrillators if necessary. 5 defibrillators are located in the public area of the venue as indicated in the below map:
  - Main entrance at the guard station
  - Medical room in the A-gallery
  - Service center in Hall A
  - Service center at the Eastern entrance
  - Service center in Hall C



## How to evacuate the area

- Managed through Stockholmsmässan's internal alert system: announcement over the public address system
- Walk calmly along the routes towards the closest exit
- Find the nearest assembly point according to staff's instructions
- Follow the instructions given by the emergency staff

For safety reasons, all stand builders must wear the correct equipment, this applies for set-up, dismantling and any site visit (this list is illustrative and not exhaustive):

- For safety reasons, all stand builders must wear the correct equipment:
  - The venue is accessible only to people in possession of a working pass
  - Protection safety shoes are required (min. protection class S1)
  - Protection helmet & high visibility jacket are highly recommended
  - Safety lines when working at height
- The venue is accessible only to persons in possession of a valid working pass (impersonalized working passes will be distributed by Stockholmsmässan upon arrival).
- Smoking, drug-taking and the consumption of alcohol are prohibited
- The emergency exits should always be kept free of obstruction. Emergency exits should be used only in emergencies.
- Fire extinguishers should always be kept accessible.
- One must conduct hot work (e.g. welding) in a safe area with fire extinguishers close by and should be submitted for approval to the venue.
- Only approved (e.g. CE certified) machines and tools may be used.
- One must stack goods properly.
- One must use qualified staff when performing electrical work

## Security

The site is only kept under general surveillance by Stockholmsmässan during set-up and dismantling and while events are in progress. There is no security patrol watching over halls, rooms, stands or vehicles. Stockholmsmässan or the organisers do not take charge of equipment and items brought onto the site or delivered by Exhibitors and third parties acting on their instructions.

WTC/Meetagain and facility organisers expressly disclaim responsibility for any loss or damage to property of any Exhibitor from any cause. To help ensure good security at the show, please follow these points:

- Make one member of your team responsible for your company's safety and security at the exhibition.
- Do not leave cash, handbags, mobile phones, valuables etc. in unlocked drawers, cupboards or on exhibits on your stand,
- Do not leave wallets in unattended clothing,
- Check all lockable desks and cupboards are locked before leaving your stand

Please note that set-up and dismantling days are high-risk periods. You are recommended to work in pairs so that the stand is always manned. Make sure you arrive prior to the official opening time and do not leave your stand at night before the hall is clear of visitors.

If you wish to arrange for security staff and/or night guards at your booth, orders can be placed via the web shop [Stockholmsmassan](#) menu "Services – Security", Deadline: 01 April 2025, afterwards certain surcharges apply

## Fire Protection

In accordance with the requirements of Stockholmsmässan, all material to be used for the exhibition (dividers, backgrounds, various structures, platforms, trims, fabrics, curtains, suspended ceilings, etc.), if not fireproof, should consist of fire-retardant materials or Euroclass B-s1, d0, i.e. as good as or better than wood. Chipboard, non-porous fiberboard, plywood and similar are acceptable.

Packing materials, litter and the like must be removed from the exhibition areas. The exhibitor must comply with any instructions given by the Stockholmsmässan to avoid the risk of fire. Rules governing fire precautions are very stringent, particularly regarding any covered stands.

All the construction materials should be installed in strict compliance with the requirements in their certificate of conformance to standards issued by the Ministry of the Interior.

No inflammable substances or sensitive materials with an inflammable or explosive basis may be brought into the exhibition area without prior permission from Stockholmsmässan. Use of open flames is prohibited.

Decorating material and wallpaper that are used by the exhibitor must be fireproof and a written credible proof of this must be presented to Stockholmsmässan and/or appropriate authorities on request.

Highly inflammable materials shall not be used in the erection, lining and outer or inner decoration of the stands.

The use of containers with pressure gas or liquid gas bottles shall be subject to approval by Stockholmsmässan and by the appropriate authorities.

Police regulations, fire regulations and other official regulations are to be always observed, including during the construction and dismantling of the exhibits. Fire extinguishers will be provided by Stockholmsmässan in the display areas and placed as the regulations require. The Exhibitors must comply with any instructions given by the appropriate authority or Stockholmsmässan to avoid the risk of fire.

### Fire extinguisher

We highly recommend equipping each booth with a fire extinguisher. Orders can be placed via the web shop [Stockholmsmassan](#).

## Health & Safety

For safety reasons, all stand builders must wear the correct equipment. This applies for set-up, dismantling and any site visits.

As an exhibitor/organizer, you take on the responsibility for construction management and ensuring compliance with work environment rules and other relevant Swedish laws and regulations. Alternatively, you have the option to designate a construction manager for your booth or construction at the event you are participating in or organizing.



Stockholmsmässan assumes no liability for construction design and construction responsibility unless the stand or other construction work is directly ordered from Stockholmsmässan. In such cases, compliance with relevant legislation and regulations is guaranteed. Stockholmsmässan accepts full design and construction liability for stands constructed by themselves.

Please download and bring the documents [Health and safety risk during production](#) and [Risk analysis template](#) as guidance. The documents must be filled out by an authorized person from your company and should be at all times accessible at your stand.

For all the organisational aspects, the Exhibitor must provide the name of the company (or companies) who will take part in the set-up or dismantling.

Borne by the Exhibitor is the coordination and the verification of compliance with the requirements established by the laws in force. Maximum safety conditions as well as the Technical Regulations must be respected during each step of the building of the stand. This is the responsibility of the Exhibitor.

## Accommodation

### Hotel reservation

Meetagain AB is the only official housing partner for the WTC2025. Discounted room rates have been negotiated for you and availability secured. We recommend you book as soon as possible.

Please find the booking and an overview of the available hotels, a [location map](#) and applied Terms & Conditions at the WTC2025 [website](#).

As an exhibitor, you can conveniently book your accommodation when registering for your exhibition passes to the congress. During the registration process, you will have access to a selection of nearby hotels with exclusive rates for WTC2025 participants.

For those requiring **group bookings** (e.g., for larger teams or special arrangements), we are happy to assist. Please reach out to us at [wtc2025@meetagain.se](mailto:wtc2025@meetagain.se) to discuss your specific needs and secure the best options for your group.

To explore accommodation options and proceed with your booking, visit our dedicated booking page at <https://www.wtc2025.se/accommodation/>.