GENERAL RULES

1. GENERALLY

1.1 Regulatory compliance

The exhibitor/organizer is responsible for complying with, and shall take the necessary measures to ensure that all its subcontractors, any participating companies, exhibitors and partners comply with, all applicable national, European and international rules and conventions concerning

a) human rights, humanitarian rights, labor law and health and safety,
b) anti-corruption,
c) environmental requirements;
d) weapons of mass destruction (i.e. nuclear, radiological, chemical and
biologcal weapons) and certain conventional weapons that may be considered
to have highly destructive or indiscriminate effects, and
e) restrictive measures (sanctions).

1.2 Code of conduct

It is not permitted to bring;

a) live animals,
b) explosive materials, ammunition, firearms or bladed weapons or other dangerous or comparable objects, or
c) objects, property or other items that are inappropriate from a safety perspective, or may pose a danger to life and health or to the environment within the facility, without the written permission of Stockholmsmässan. If there is the slightest uncertainty about what is permitted, Stockholmsmässan must be consulted.

1.3 Use of stand space

Only products and services that comply with the theme of the exhibition in question and meet reasonable quality requirements may be exhibited. You are obliged to request an advance decision from Stockholmsmässan if you are unsure whether the product or service complies with the requirement above. If an exhibited product or service is deemed, by Stockholmsmässan, not to meet the requirements above, it is incumbent on you, as the exhibitor, to remove the object or service from the stand immediately and at your own expense.

Certain activities require a permit from Stockholmsmässan. Such permits may be granted, for example, by special agreement with Stockholmsmässan or via the application form on Stockholmsmässan's website.

You must not, without the permission of Stockholmsmässan:

a) arrange your stand space, decorations, activities, marketing or sales in a way that violates applicable law or interferes with other exhibitors or visitors, for example through bright light or a high noise level,
b) place objects outside your own stand space,
c) conduct direct sales to visitors,
d) distribute advertising outside your own stand space,
e) by message, display or activity, within and near the facility, refer to another exhibition or activity outside the facility or its immediate vicinity,
f) physically, digitally or virtually, within and near the facility or at another location or connection with event, conduct or permit political propaganda, or
g) dismantle all or part of what has been produced in the stand space or remove the exhibited goods from the stand space before the exhibition ends (however, this does not apply to goods that are intended for direct sale and do not constitute part of the stand's product demonstration or similar).

Stockholmsmässan has the right to take corrective action at the exhibitor's expense in the event of a breach of any of the above provisions.

1.4 Alcohol, smoking and drugs

Consumption of alcohol on Stockholmsmässan's premises is prohibited during event installation and dismantling. Exhibitors who wish to serve beer, wine or spirits on their stand during the event must do so via Mässrestauranger AB, which holds the license to provide alcohol for Stockholmsmässan's halls, restaurants and conference facilities. Mässrestauranger is based on the premises and delivers directly to your stand, providing chilled drinks, glasses and staff. Contact Mässrestauranger by email: montercatering@massrestauranger.se or call +46 (0)8-727 72 40. Smoking is prohibited throughout the facility, in line with Swedish legislation, but can take place in the designated outdoor area. Under no circumstances may drugs be brought onto Stockholmsmässan's premises.

1.5 Children on the premises

For safety reasons, persons under the age of 16 are not permitted in the event halls during installation or dismantling work (moving in or out) regardless of whether they are alone or accompanied by an adult, since our halls are considered to be a construction site during these times.

1.6 Music, images and trademark

Rules for sharing music, pictures and such, in connection with your participation in the event.

All audio playback of music, projecting of film, photography or similar in the event halls are governed by copyright law. All marketing must abide by marketing legislation. The individual exhibitor is responsible for ensuring that they own the rights to or have the license to use immaterial rights being used, for example brands and music.

For music;

- STIM (Swedish Composers International Music Bureau)
  STIM is a Swedish collecting society for songwriters, composers and music publishers, gathering and distributing remuneration for music creators and publishers when their music is played in public.
  Stockholmsmässan has a license through STIM, giving organizers and exhibitors the right to play background music in the exhibition halls, booths, conference rooms and public areas as well as the entrances.
  Activities where music is a vital part of the experience, such as a concert or a dance floor, are excluded from this license and require a separate license, which the organizer needs to sign.
  Live performances of music as well as by a DJ, regardless of the format or extent, are also excluded from this license and require a separate license.

- SAMI, Swedish Artists' and Musicians' Interest Organization
  SAMI is an organization that collects and distributes remuneration for performers when recordings of their work is used in public settings. Stockholmsmässan has a license through SAMI, giving us the right to play music throughout the premises' public areas, as well as entrances. Licensing for all other use of music, both recorded and live, is the responsibility of the organizer or exhibitor.

By following these guidelines, you are ensuring that your event abides by copyright law and that all music creators, artists and musicians receive the remuneration they are obliged to.

1.7 Financial liability

Stockholmsmässan assumes no financial liability for any costs arising as a result of any eventual waiting times in connection with e.g. installation/dismantling, delivery of products, etc.

1.8 Exclusive Rights

SM or any third party supplier contracted by SM shall have exclusive rights to deliver the following services:

- Restaurants, kiosk and catering;
- Electric installations;
- Hanging points (as well as inspection and administration in connection with constructions taller than 2.5 m);
- Wardrobe with wardrobe personnel
- Installation of water, drains and exhausts, as well as compressed air;
- Logistics/trucks within the Facility;
- Parking;
- Cleaning;
- Security/guards;
- Technicians to handle the audio-visual technology provided by SM.

1.9 Own vehicles

You are not allowed to drive or wheel trailers, cars, machines or other vehicles into the venue without a special permit. This permit can be obtained via Eventservice. Always park vehicles in the designated place. Please note that you are not allowed to park in front of gateways, doorways or loading ramps and you are not allowed to leave your engine running in loading zones. Please note that for environmental reasons you are not allowed to let your vehicle idle in or outside the halls. The fuel tank should be fitted with a locked cap. On LPG-powered vehicles, the main tap closest to the tank (container) must be kept closed for safety reasons.

2. GROUP INSURANCE

2.1 Read about *Stockholmsmässans group insurance for exhibitors*, including insurance terms and how to submit a claim, here: Page opens in new window »

3. GENERAL TERMS AND CONDITIONS

3.1 Read our terms and conditions here: Page opens in new window »

3.2 Claims to Eventservice

If, during moving in or a current event, you feel that Eventservice has not delivered their products or services in accordance with your order, please contact Servicecenter on the premises as soon as possible. If you are exhibiting during an event when Servicecenter is not open, please contact Eventservice via e-mail. We can help you solve most issues immediately. If you choose to wait until after the event has finished, it may be difficult for us to for us to address any issues you experience and the complaint may be rejected.

In order for us to handle your claim more efficiently, please provide as much documentation as possible in the form of photos or e-mail exchanges. If you have a claim regarding your booth area, please contact your sales contact for the booth area of that event.

- Don’t hesitate: Please contact Servicecenter/Eventservice as soon as the issue arises.
- Document your issue: documentation as possible in the form of photos or e-mail exchanges.
- Insurance matters: If your claim relates to insurance, lost/damaged goods or any other damage covered by the group insurance, please Page opens in new window »
- Food & Catering matters: If your claim relates to an invoice from Mässrestauranger/Montercatering, please contact Mässrestauranger AB >>

A complaint concerning a product or service provided by Stockholmsmässan must be made in writing and received by Eventservice no later than ten (10) calendar days after receipt of the product or completed delivery of the service.

4. WORK ENVIRONMENT RESPONSIBILITY

In your role as an exhibitor/organizer, you assume responsibility for construction management and for compliance with health and safety rules and other applicable laws and regulations. Alternatively, you may appoint a construction manager for your stand or construction at the event you are taking part in or organizing. Stockholmsmässan assumes no liability for any construction design and construction responsibility, unless you order a stand or other construction work directly from Stockholmsmässan. Stockholmsmässan then guarantees that it complies with applicable laws and regulations and assumes full design and construction responsibility for the provided stand constructions.

4.1 Rubber mallets, dust extractors and climbing

Use a 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.

4.2 Guardrails

When constructing platforms, stages and catwalks that are higher than 60 cm, they must be fitted with a 110 cm high handrail.

4.3 Safety inspection rounds

Representatives of Stockholmsmässan regularly carry out safety inspection rounds before and during events to minimize risks of injury/damage and to ensure a high level of safety. Any issues raised during an inspection round must be remedied immediately. As an exhibitor or organizer, you will be charged for any costs arising as a result of such issues.

4.4 Protective footwear

According to requirements from the Swedish Work Environment Authority, protective footwear must be worn by those present in areas where there is forklift traffic. These rules thus apply to all of Stockholmsmässan's production areas during the installation and dismantling of an event. It is the employer's responsibility to follow the rules, which means that you, as an exhibitor or stand builder, are responsible for ensuring that your staff wear protective footwear. Protective footwear must have toe caps and a closed heel area, i.e. lowest protection class S1. If you do not have protective footwear, you can buy it in most DIY stores.

5. SECURITY

Stockholmsmässan has security staff on hand 24 hours a day. They can always be reached on +46 (0)8-749 99 11. Only the exhibition facility's security personnel may wear uniforms marked with "Ordningsvakt/Security guard" or "Väktare/Security" within Stockholmsmässan site. It is incumbent on each exhibitor/organizer to take the necessary safety measures to ensure compliance with regulations and minimize the risk of personal injury.

5.1 Accidents

If you are witness to or victim of an accident, no matter how small, it is your own responsibility to contact a Security Officer by calling +46 (0)8-749 99 11 or going to the security station at the main entrance.

5.2 First aid

First aid is available in the facility. Resting rooms and first aid equipment are available at the Hall A entrance, and paramedics can be reached by calling +46 (0)8-749 41 61.

5.3 Emergencies

Evacuation or partial evacuation will be managed through Stockholmsmässan's internal alert system. In a case in which evacuation is necessary, an announcement will be made over the public address system. Immediately leave the building via the closest exit and go to the nearest assembly point according to our staff's instructions. Once at the assembly point, you will be given information about what is going to happen next. When the emergency has been resolved, you will be either allowed back into the facility or advised to return the next day. If the latter is the case, you will not be able to go back into the facility to retrieve any clothes, bags, etc.

6. ORDER EARLY FOR LOWEST PRICE

Place your order in good time to ensure the best possible service from Stockholmsmässan and to make sure you receive the products and services you need. If you place your order well before the event (exact dates can be found in the Exhibitor Portal or on the website for each event), you will be rewarded with our lowest price on products and services.

A 30% surcharge will be added to orders and quotation requests for all products and services that are received later than the specified dates. If the order is placed during the official installation or during the event, the price increase is 50%. The surcharge does not, however, apply to plants and stand catering.

7. FIRE SAFETY

Stockholmsmässan emergency exit routes and emergency exit doors must be kept completely clear for safety purposes. If they are blocked, Stockholmsmässan is entitled at your – the exhibitor's or the organizer's – expense to dismantle or alter the construction and remove anything that presents an obstacle. You may also not conceal or build in front of fire-fighting equipment, fire alarm buttons, signs or similar.

7.1 Food smells and smoke

If you are planning to prepare food on your stand, you need written permission from Stockholmsmässan since the preparation of food creates a smell. You might need a fan. This applies to all activities that create smoke, the smell of food or gases. To obtain permission, please contact Eventservice

7.2 Flammable activities

You need a written permit from Stockholmsmässan before you may start flammable (hot) work, such as welding, soldering, cutting, grinding, drying, heating or the creation of open flames. This applies during the construction period, official installation, the ongoing event and the dismantling and tear-down period. A written permit is also required for the admission of explosive substances/liquids and pyrotechnics, as well as the handling of flammable liquids or gas. Apply for a permit from a safety supervisor no later than six weeks before the event.

7.3 Packaging and other materials

You are not allowed to keep packaging and other flammable materials on your stand or in the exhibition hall. Stockholmsmässan provides an empties storage service. Labels are available at the Service Center. Materials that you leave behind on your stand after the event is over will be classified as waste. You, as an exhibitor, will be charged for resultant waste disposal costs.

7.4 Stand ceiling, construction and decoration materials

Stand walls and ceilings 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 materials are acceptable. You should display the type approval or certificate from RISE Research Institutes of Sweden on your stand unless there is some other way for you to clearly show that approved material has been used. Ceilings for covered or enclosed stands exceeding 30 sqm require sprinklers or fireguards. You can order them from Eventservice. You will be charged in accordance with the price list. Fabric ceilings, fabric and other décor must be treated with a fireproofing agent. you can buy such fireproofing you can buy it in most DIY stores.

8. STAND CONSTRUCTION

8.1 Building and dismantling

The exhibitor is responsible for the design, building and decoration, as well as dismantling, removal and cleaning of its stand.

8.2 Construction rules

All construction work and structures must comply with the Swedish National Board of Housing, Building and Planning’s Building Regulations (BBR) and Construction Regulations (BKR, see www.boverket.se), as well as the European Construction Standards (Eurocodes). All material selections must be classified in accordance with relevant fire safety regulations.

8.3 Limits for construction work

All work that affects Stockholmsmässan’s property may only be carried out by staff authorized by Stockholmsmässan. This includes such tasks as hanging wires from the ceiling, anchoring machines to the floor, attaching devices to posts and beams, and connecting electricity and water in floor channels. Exhibitors, stand builders or organizers are allowed to anchor objects to the floor provided they have obtained prior approval from Stockholmsmässan. Keep in mind that you may not anchor objects closer than one meter to a floor utility channel. Please contact Eventservice for more information. You are responsible for returning the site to its original state once the event has ended. If this is not done, Stockholmsmässan will carry out the work and charge you for it.

8.4 Structures facing open spaces

Stockholmsmässan wants the exhibition to make an open and attractive impression on visitors, so we are restrictive about structures that obstruct more than 1/3 of each open side of the stand. This may be permitted in exceptional cases, provided that such construction has received advance approval from Eventservice and, in certain cases, your neighboring stands. You must not build over the aisles or place decorations, signs or lighting in aisles.

8.5 Stand dimensions and private stand systems

If a stand space with two partition walls is rented from Stockholmsmässan, the available stand width will decrease by three centimeters due to the construction of the partition walls. If you are going to build your own stand system, you must inform Eventservice of this no later than four weeks prior to the event. Eventservice can also provide assistance if you want the exact dimensions of the stand.

8.6 Height review

To ensure the technical feasibility of construction/suspension in the halls, Stockholmsmässan reviews all structures that exceed 2.5 meters in height from the floor.
The basic rule is that your construction must not obstruct others, must be structurally safe, and must not cause any other practical issues.
Applications with dimensioned drawings must be submitted via the Exhibitor Portal or to Eventservice.

If your application for construction/suspension up to and including 4 meters in height is approved, and the structure is within 2 meters of a neighboring stand, you must inform your neighboring exhibitors well in advance of the event.
If your application for construction/suspension over 4 meters in height is approved, and the structure is within 2 meters of a neighboring stand, you must also obtain written approval from your neighboring exhibitors.

Contact details for your neighboring exhibitors can be found on the height approval document.

When building a wall, the side/material facing a neighboring stand must be white and smooth, or as otherwise agreed.

Exceptions to the height review requirement apply if you are selling products that are normally taller than 2.5 meters (e.g., cranes, boats, scaffolding, machines, and flagpoles). These are approved by the stand sales representative and do not incur a review fee.

All constructions/suspensions and products marked with logos, company names, or messages above 2.5 meters will be subject to a marketing above 2.5 meters fee.

If you do not comply with Stockholmsmässan's directives regarding approval and/or communication with neighboring exhibitors, Stockholmsmässan may need to make adjustments at your company's expense, or your height construction may need to be dismantled.
Fees for marketing above 2.5 meters are charged according to the current price list.

8.7 Marketing above 2.5 meters

Marketing above 2.5 meters includes all logos, company names, and messages placed above 2.5 meters.
If the products you sell are normally taller than 2.5 meters and feature recognizable branding, this is considered marketing above 2.5 meters.If you do not comply with Stockholmsmässan's directives regarding approval and/or communication with neighboring exhibitors (see s8.6), Stockholmsmässan may need to adjust at your company's expense, or your height construction may need to be dismantled.
Fees for marketing above 2.5 meters are charged according to the current price list.

8.8 Painting

Products containing organic solvents are strictly forbidden on Stockholmsmässan's premises, for example contact adhesives, spray paint, paint with white spirit or thinners with solvents that are harmful to inhale (these restrictions are in line with the provisions of the Swedish Environmental Code, Chapter 2, paragraphs 2-8, as well as the Swedish Work Environment Authority's AFS 2000:4, paragraphs 4-5). A special permit for spray painting must be requested from Eventservice. If you paint Stockholmsmässan's stand walls, you are not permitted to return them to their original state yourself. Stockholmsmässan will carry out the restoration work and you will be charged as set out in the price list. Painting the floor in the hall is forbidden.
Stockholmsmässan offers carpets and flooring in various materials and colors. We also offer painting of walls. If you want to use paint glossier than High Finish 5, hang wallpaper or drill, you may do this if the wall is covered with chipboard. Please contact Eventservice for a quotation.

8.9 Carpets

Only a certain type of woven tape is permitted for laying carpets. Approved tape can be bought at our Service Center. Please note that all tape must be removed after the event. Exhibitors/organizers will be charged for any floor damage.

8.10 Stockholmsmässan’s stand walls

Stockholmsmässan’s stand walls normally have the following dimensions: height 2.5 m, width 1 m and thickness 34 mm. The material is white-painted fiberboard panels or similar. You should not hang heavy items on the stand walls. You can put up lightweight pictures and advertising materials (max. 5 kg per wall module). In some cases, an electricity supply strip that cannot be removed is fitted to the upper edge of the wall. The walls are not appropriate for securing or supporting private stand systems in any way. The outer edges of stand walls are strengthened by support fixtures measuring 1.5 m in height and 0.37 m across the base. Support fixtures have been installed at 4-meter intervals along wall modules. Other forms of wall support may be used to hold stand walls together, including top and bottom brackets. No supports may be removed without permission from the Hall Manager.

Supports can be replaced by other acceptable solutions. For more information, please contact Eventservice or the Service Center during the official installation. You must remove any staples, self-adhesive pads, tape and similar from stand walls once the event is over. If you do not clear the walls, you will be charged for the time Stockholmsmässan has to spend carrying out the work, or for disposal of the wall if it is impossible to restore. A wall is considered to be ruined, for example, by any filling, screw holes, wallpaper or painting with colors that have not been approved by Stockholmsmässan. If you want to use paint glossier than High Finish 5, hang wallpaper or drill, you may do this if the wall is covered with chipboard. Please contact Eventservice for a quotation and pricing information for such a wall.

8.11 Header fascia module

If you want a header fascia module for your stand, for example for advertisements or as space for decoration at the height of the stand ceiling, it is supported by posts every three to four meters. It is also possible to have wires instead of posts to avoid having posts in the entrance to the stand. You will be charged in accordance with the price list. The header fascia module may not be used to support or secure private stand systems or materials but rather is only intended for lightweight advertising materials.

8.12 Two-level stand

If you want to build a second level for your stand that is accessible to visitors and exhibitors, you must send a written application accompanied by a stand drawing to Eventservice no later than four weeks before the event. Remember that Stockholmsmässan may need to gather additional information about the construction, choice of material, etc., and that this can take time. If you submit your application too late, you risk having your application denied. You may not start construction without written permission. You also pay for the stand space on the upper level. Rules for two floors:

a) For safety reasons, the distance to the closest two-level stand must be at least 10 m.
b) The upper level may not be larger than 50% of the lower level stand space.
c) Overhead clearance in the lower level must be at least 2.3 m and no more than
2.5 m. The stand's total height is not allowed to exceed 5 m.
d) Construction of load-bearing floor structures, walls and ceilings must comply with the construction regulations set out in BBR and BKR as well as the authorities' fire safety and evacuation regulations. Materials must be classified in accordance with fire safety regulations for a reduced risk of fire.
e) The number of stairways is determined by the walking distance to the nearest stairway (max 10 m).
f) The width of the stairway will depend on the surface area of the upper level:
    i. Up to 25 sqm: at least 0.8 m. For every additional 25 sqm=an additional 0.8 m.
    ii. You can replace a 2 x 0.8 m stairway with a 1 x 1.2 m straight stairway.
    iii. A spiral stairway must be at least 0.9 m wide.

9. ELECTRICITY

9.1 Electricity – working hours and 24 hours

The electricity for the stands is turned on daily one hour before the event opens and turned off one hour after closing. If you have refrigerators/freezers/computers or anything else that needs to run continuously, you need to order an electrical connection with 24-hour electricity. Place your order via the Exhibitor Portal at least three weeks before the event. Stockholmsmässan assumes no liability for any products ruined because a connection has been made to the regular power supply network.

9.2 Electricity network in sections

The electricity network is divided into sections. For safety reasons, the electricity in a section cannot be connected until all installations within that section are completed.

9.3 Who is permitted to carry out electrical installations

All connections to the exhibition halls' fixed installations must be carried out by a service partner authorized by Stockholmsmässan. Electrical installations on the stand must be carried out by qualified electricians. All electrical installation and equipment must comply with relevant high-voltage regulations.

9.4 Cable running and electrical power sockets

Electricity supply strips are installed up at the top of Stockholmsmässan's stand walls. Do not obstruct these with your own materials. To run electricity to your stand, we will use the closest utility channels in the floor. Keep this in mind when you are marking your power sockets on the drawing, in order to avoid difficult cable-running. The utility channels are usually marked by dotted lines on the placement proposal drawing. You may only use the electrical power sockets you have ordered. Spotlights may not extend more than 35 cm over an aisle.

10. WATER, HEATING AND SANITATION

Pipes are routed via utility channels under the hall floor. Please mark on the drawing if you have a preference for where the pipes are laid, otherwise they will be placed where the plumber considers it appropriate. The position of the utility channels is usually marked by dotted lines on the placement proposal drawing. Also state whether you have your own floor and remember to order connection of ordered water, heating and sanitation equipment.

10.1 How to get water and sanitation:

Water, heating and sanitation installations in the halls are connected to channels in the floor with two exceptions:

a) In the BC part of Hall B and the CA part of Hall C, the utility functions come from the ceiling.
b) When waste installations are run from the ceiling a pump is included. You determine where the pump should be placed on the stand. Note that the pump is bulky: dimensions in Hall CA: 80x55x80 cm (LxWxH), in Hall BC 100x23x45 cm.
c) Gallery AE has limited access to water and waste.
d) The Entrance Hall and Victoria Hall have limited access to water.
e) Galleries A and B are not equipped for water, heat and sanitation.

Place your order via the Exhibitor Portal and identify the desired positioning via the design tool.

11. COMPRESSED AIR

Compressed air installations in the halls are connected to channels in the floor with two exceptions:

a) In the BC part of Hall B and the CA part of Hall C, the utility functions come from the ceiling. The A Gallery, the Entrance Hall and Victoria Hall have limited access to compressed air. Galleries A anBare not equipped for compressed air.
b) Place orders via the Exhibitor Portal or Eventservice.

12. INSTALLATION

12.1 Incoming goods

When your goods arrive at Stockholmsmässan, they will be unloaded and received at Stockholmsmässan's Goods Reception at Parkeringsvägen 10 in Älvsjö next to the East Entrance. If your goods arrive before official installation, they will be placed in storage so as not to impede preparations that are under way for the upcoming event. Once all building work is complete and the official installation begins, staff from Stockholmsmässan's Logistics unit will transport your goods to the event hall or the meeting room, where you addressed it. You, as a customer, will be charged for storage costs according to the price list.

12.2 Other installation times

If the official installation times do not work well with your planning or if your installation cannot be completed within the allotted time, you may apply for early or extended installation in the Exhibitor Portal.

In order to create the best possible working conditions for both exhibitors and our employees, it is important that you are aware of the following before you apply:

a) You must have ordered all products and services, including goods handling. Since the Service Center will be closed, you will not be able to order these services onsite during the earlier installation time or extended dismantling time.
b) You are not allowed to store any of your material on surrounding stands or in marked transport gangways.
c) Stockholmsmässan cannot guarantee that your ordered products and services will be delivered during the extended installation or dismantling times, but we will do our best to do so.
d) Instructions from Stockholmsmässan's security guards and hall managers must be followed.
e) Extended installation/dismantling time will be charged per stand in accordance with the price list.

12.3 Where to leave your goods

All goods must be taken in via the loading bays for Halls A, B or C. Do not use the Main Entrance or the Eastern Entrance for goods intake. Goods sent to Stockholmsmässan are taken care of by Stockholmsmässan and delivered to your stand. Park your vehicle in the designated location as quickly as possible to avoid obstructing others. You are not allowed to drive or wheel your own vehicles, trailers or cars into the venue without a special permit. Exceptions can be made for machines, but in such cases this must be agreed with Eventservice

Stockholmsmässan provides transport services to/from the facility from all over the world, with final delivery directly to the stand. If you have engaged your own transport company, it may deliver to the stand. In such cases you, as an exhibitor, will not be charged by Stockholmsmässan for the transport of goods.

12.4 Time for stand work

The halls are usually open 7 am to 8 pm for installation work until the day before the event, unless otherwise specified. The day before the event, all construction and forklift transport must be completed by 4 pm. Empty packaging is then removed for storage. The empty packaging must be marked with our special labels, which you can pick up at the Service Center. We are not responsible for goods left in the packaging.

12.5 Do not block the aisles

After 4 pm on the day before the event, we start laying the aisle carpets in the halls. You are welcome to remain on your stand after 4 pm, but all goods and materials must be cleared from the aisles. Stockholmsmässan has the right to remove any remaining goods and store them at your expense. Installation times and the point at which the aisle carpets will be laid can vary. Exact times can be found in the Exhibitor Portal or on your event's website. If you are an exhibitor at a congress or another event with an external organizer, you will receive exact times and details from the organizer or Stockholmsmässan.

12.6 Goods transport during the event

For safety reasons, goods transport during an ongoing event may only take place one hour before the event opens. Otherwise, only lighter goods may be brought in.

13. DISMANTLING

You can begin dismantling your stand as soon as the event closes. However, remain within your own stand space until the aisle carpets have been removed and stored goods and empty packaging have been brought to the hall. This will ensure that the dismantling process proceeds as smoothly as possible for everyone. You can then access loading bays as instructed by Stockholmsmässan's staff. Consumption of alcohol on the premises during dismantling is prohibited.

The event halls are generally open for dismantling until midnight on the first evening. Exact times can be found in the Exhibitor Portal or on the event's website.

13.1 Do not leave anything behind

Carefully mark all goods that are going to be picked up by a transport company. Stockholmsmässan is entitled to remove or store items that have been left behind for over five days, or to deliver them to an agreed address at the exhibitor's expense. Unmarked goods will be disposed of if we do not successfully identify the owner. You can make it easier for yourself by using Stockholmsmässan's Door-Stand-Door service. Stockholmsmässan will then take care of returns for you. Find out more about the service at www.stockholmsmassan.se, on your event's website or in the Exhibitor Portal

13.2 Routes for dismantling

During dismantling, equipment is to be removed via the loading bays in Halls A, B and C. You may not use the Main Entrance or East Entrance. Contact Stockholmsmässan's staff when you are ready to remove your belongings. You may not drive or wheel your own transport vehicles, trailers or cars into the halls.

13.3 Extended dismantling times

If the official dismantling times do not work well with your schedule, you may apply for extended dismantling in the Exhibitor Portal or by contacting Eventservice. In order to create the best possible working conditions for both exhibitors and our employees, it is important that you are aware of the following before you apply:

a) You need to have already ordered all products and services, including goods handling. Since the Service Center will be closed, you will not be able to order these services onsite during the earlier installation time or extended dismantling time.
b) You are not allowed to store any of your material on surrounding stands or in marked transport gangways.
c) Stockholmsmässan cannot guarantee that your ordered products and services will be delivered during the extended installation or dismantling times, but we will do our best to do so.
d) Instructions from Stockholmsmässan's security guards and hall managers must be followed. Extended dismantling times will be charged per stand in accordance with the price list.

14. TRANSPORTATION AND STORAGE

14.1 Goods address

Goods for an event:

Stockholmsmässan
Goods Reception
"Event Name"
"Company Name"
"Stand Number or Conference Room"
Parkeringsvägen 10
SE-125 30 Älvsjö (Stockholm) Sweden

14.2 Storage

Stockholmsmässan has limited storage space. We charge a storage fee for goods that arrive before official installation or are collected after official dismantling. If you leave goods behind after the official dismantling time, we will store them at your expense. Unlabeled goods that cannot be identified will be discarded.

14.3 Storage of packaging

Stockholmsmässan can help you store your empty packaging during the event, which will be charged according to the current price list. The packaging must be emptied and labeled no later than 4 pm on the last move-in date. Label the packaging with Stockholmsmässan's stickers, which are available from Goods Reception and the Service Center. Place the packaging so that it can easily be picked up by forklift. Storage of packaging cannot be pre-ordered and you will not have access to your empty packaging during an event.

14.4 Book loading and unloading times

All goods exceeding 1000 kg or 4 cubic meters in total must be scheduled at least four business days prior to the arrival of the goods and are subject to charges according to the current price list. A booking fee will be charged to the customer upon scheduling. Special agreements may apply depending on the nature of the goods. Unscheduled unloading/loading or missed/unused scheduled times will incur a 50% surcharge on the standard rate.

Please notify your scheduled time well in advance to your transport company or booth builder.

A booking fee also applies to the Starter Package, where the cost of unloading and loading is otherwise included. You can easily schedule loading/unloading via the Exhibitor Portal.

15. CUSTOMS INFORMATION

15.1 Read more on the Swedish Customs website: https://www.tullverket.se

16. FOOD AND BEVERAGES

16.1 The contracted restaurateur, currently Mässrestauranger, holds, with certain exceptions, the exclusive right to sell food and beverages within the Facility. Consequently, the serving and sale of food and beverages are not permitted unless otherwise agreed. Exhibitors, however, have the opportunity to offer visitors complimentary samples or product samples and are also allowed to sell food and beverages that, by their nature or packaging, are not intended for immediate consumption within the Facility.

16.2 Alcohol at the event

Mässrestauranger AB has a license to serve alcohol in all of Stockholmsmässan's restaurants, halls and conference facilities. This means that exhibitors must go through Mässrestauranger if you want to offer beer, wine or liquor in your stand. If you run out of alcohol, you can order more and have it quickly delivered. It is not permitted to serve alcohol before 11 am, or to people under 18 years of age. A special alcohol permit is required if you plan on serving alcohol after the event has closed. Consumption of alcohol on the premises during installation and dismantling is prohibited.

16.3 Order catering well in advance

Remember that you must book food at least five days in advance from Mässrestauranger AB to ensure on-time delivery. The range for express orders is limited. If you have special needs, please contact Mässrestauranger. If you would like to rent a coffeemaker or other type of machine, you should book this three weeks in advance.

16.4 Meal coupons for exhibitors

Lunch coupons are available in different values and are sold in books of 10. You can use the coupons in all of Stockholmsmässan's restaurants and catering outlets. Coupons can be bought by debit card at the exhibitor dining hall or in the Flavour Bar in the Entrance Hall. If you would like to buy coupons and pay by invoice, Mässrestauranger will need your invoicing address, delivery address, CIN and the name of the person who will be picking up the coupons. You must place your order at least five days before the event. The book of coupons will be sent to you by registered mail. A postage fee and an administrative fee will be added.

17. WASTE

17.1 Sustainable recycling/waste management

Stockholmsmässan is committed to sustainable waste management. We sort our waste for recycling in cooperation with our service provider, EF Miljöstäd. Dispose and sort your waste at the recycling stations in the halls and loading zones. There you will find containers for leftover paint, light bulbs, fluorescent strip lights, batteries, electronics, oils, etc. If you leave material behind in your stand or in the event hall after the official move-out date, it will be classified as waste that Stockholmsmässan has the right to remove and discard at your expense. Your stand and the event hall must be left in the same condition as when they were put to use.

17.2 Large quantities of waste

If you have large quantities of waste, please contact Eventservice or visit our Service Center while the event is in progress and we will help you order waste removal. You can facilitate the handling of large amounts of wooden waste by placing it on a pallet and marking it as “waste”. This is at no extra charge.

17.3 Food waste

Exhibitors who intend to offer food can order a special container from Eventservice for food waste. This should be clearly labeled and placed outside your stand. The container is emptied every day. During the day, you can empty the container at the recycling stations in the loading zones.

18. OUR SUSTAINABILITY POLICY

Stockholmsmässan charges exhibitors an environmental fee in accordance with its environmental and sustainability work. Stockholmsmässan’s sustainability work is based on three focus areas: Sustainable Community, Sustainable Environment and Sustainable Innovation. Our sustainability policy is intended to provide guidance for our suppliers, partners and other stakeholders. Read it here