INTRODUCTION

KRISTAL, have been appointed by organizers as the official freight forwarder, customs clearance agent and official drayage contractor for ASIS Europe 2024 in Vienna, in collaboration with DHL Freight Trade Fairs & Events Vienna. It is our commitment to ensure exhibits arrive on time and in good condition for the opening of the exhibition. This shipping manual will assist you in your preparation for the correct and timely dispatch of exhibits to Vienna. Please follow these instructions closely.

The range of service provided by our company include:

- Transportation, national and international
- Temporary and permanent customs clearance
- On-site handling, labour, forklift and cranage
- Labelling, removal and storage of empty boxes and crates, return to stand upon closure of the exhibition.
- Accessible storage for brochures and give-away items during the event
- On-site assistance & supervision

General

**Build-up:**  
Wednesday 20 March 2024  
08.00 to 18.00 Space only
13.00 to 18.00 Shell scheme

Booth construction must be completed and empty packaging to be removed from the hall on 20 March at 18.00.

**Dismantling:**  
Friday 22 March 2024  
16.30 to 19.00

If you use your own transport company to pick-up your goods after the exhibition, note that all goods not removed from the hall on 22 March at 19.00 will be collected by Kristal. All costs incurred will be charged to the exhibitor.

**International Coordinators**

Kristal  
Brucargo 734  
B-1830 Machelen  
Tel +32 2 7514680  
Contact: Maria Papantoniou  
e-mail: maria.papantoniou@kristal-logistics.com
Consigning Instructions

AIR FREIGHT
AWB consigned to: DHL Freight - Trade Fairs & Events
Trabrennstr.5/ hall D
A-1020 Vienna
Notify: DHL Global Forwarding GmbH
Att Thomas Hausmeister
Tel +43 1 7283160
For ASIS Europe 2024
Name Exhibitor / Stand nr
Goods to reach Vienna Airport not later than 13 March 2024.

ROAD FREIGHT or COURIER (EU) shipments to the advanced warehouse
Consignment to: DHL Freight - Trade Fairs & Events
Trabrennstr.5/ hall D
A-1020 Vienna
Att Harald Hagen
Tel + 43 17283160
For ASIS Europe 2024
Name Exhibitor / Stand nr
Goods to reach advanced warehouse (EU shipments) not later than 19 March 2024.

Special note on courier shipments.
Please do not ship any goods with couriers from outside EU if you do not have a EU tax ID number (EORI number). Shipments will be stuck in customs.
If anyway you wish to do please contact us in advance and we will advise how to consign correctly.

DIRECT DELIVERIES are very restricted
Address: Messe Wien Congress Centre, Messeplatz 1, 1020 Vienna, Austria

Direct deliveries with trucks to the Congress Centre are very restricted
Vehicles need to be removed immediately once unloading / reloading operations have been completed.

Documentation for goods outside EU

For Temporary items:
ATA Carnet or commercial invoice. ATA is highly recommended to avoid delays in customs.
In case of commercial invoice you will need to apply for a EU tax ID number (EORI number).
Without this number we will not be able to clear your shipment.
Document needs to show values of each item, description of the goods, serial numbers, EORI number addressed to:
ASIS Europe 2024, Messe Wien Congress Centre, A-1020 Vienna.
Exhibitors name and stand nr.
For Permanent items:
We will need a separate invoice for all permanent items such as give-away items, brochures, etc.

Note that you will need to apply for a EU tax ID number (EORI number).
Without this number we will not be able to clear your shipment.
Document needs to show values of each item, description of the goods, serial numbers, EORI number addressed to:
ASIS Europe 2024, Messe Wien Congress Centre, A-1020 Vienna.
Exhibitors name and stand nr.

Shipping pre-advice
Full details of dispatch together with copies of invoices, AWB, CMR, Bill of Lading have to be send upon departure to Kristal by email to: maria.papantoniou@kristal-logistics.com

Case marking
All cases must be clearly marked/stenciled on two (2) sides with the following information:
Your Company Name __________________________________
For ASIS Europe 2024
Booth number _________________________________________
Case Number (ex. 1/3 – 2/3) ___________________________
Gross Weight ________________________________________
Dimensions in cm ___________________________________

Insurance
It is the exhibitor’s responsibility to ensure that his goods are covered by a comprehensive marine insurance policy, which covers the goods at all times i.e. from premises to stand, duration of exhibition and return to premises, including the period exhibits are handled by Kristal or their agents.
Our tariff is computed on the basis of volume and weight and has no correlation with the value of exhibits, cost of insurance cover is not included in our charges.
On written demand, Kristal or their agents can arrange this for you.

Return transport
We will contact all exhibitors separately on-site to organize the return of the goods to point of origin or other designated destinations.

Terms & Conditions of Trading
All business is undertaken by owner’s risk. Tariffs are calculated using current freight and exchange rates.
Any major fluctuation in either between now and work-date will be reflected in our final invoice.
Contracting Kristal bv or their agents implies acknowledgement and acceptance of Kristal bv conditions of trading.

Terms of payment
Payment is due on presentation of invoice unless otherwise agreed in writing with Kristal bv or their agents. In all other cases on-site charges billed at the exhibition will require immediate payment by cash or credit card.
Any disputes or queries relating to invoices originating from this office should be notified to Kristal bv within seven days of invoice date.