

Industry Symposia Manual

Dear Supporter,

We are happy to present you with the INS 2024 Industry Symposia Manual.

INS24 will be held in conjunction of the **the International Neuromodulation Society 16th World Congress (INS 2024) which will take place May 11 – 16, 2024 at the Vancouver, Canada.**

This manual covers important information and is designed to assist in preparing for your Session. We trust that you will find it helpful and suggest that you read all the information presented. It will take you very little time now and could save you a great deal of time later.

Please forward this manual to everyone who is working on this project. Each exhibitor/supporter has received an e-mail with login details to access the Portal. The Portal enables Supporters and Exhibitors to:

- Submit company's profile
- Order lead retrieval (badge scanners)
- Submit individual names for badges and order extra exhibitor badges
- Submit booth drawing (for "Space Only" booths)/Fascia sign lettering (for "Shell Scheme" booths)

Link to access the Portal <https://exhibitorportal.kenes.com>

Notes:

- The login details has been sent to the person signing the contract. This person is responsible for passing on the login details to third party if needed.
- Access to all Portal services will be available only

after submission of your company profile.

- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

Kenes Contacts:

Conference Organizer

Kenes Group

Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
E-mail: ins@kenes.com

Industry Coordinator & Exhibition Manager

Yulia Rijinsky

Tel: +41 22 908 0488 Ext: 995 | E-mail: jrijinsky@kenes.com

Industry Liaison & Sales

Victoria Eskenazi

Tel: +41 22 908 0488 Ext: 986 | E-mail: veskenazi@kenes.com

Audio Visual Coordinator

Mike Perchig

E-mail: nest@nest-av.com

Registration Specialist

Sandra Silva

Tel: +41 22 908 0488 Ext: 218 | E-mail: reg_ins24@kenes.com

Programme Coordinator

Stephanie Orzech

Tel: +41 22 908 0488 | E-mail: sorzech@kenes.com

Product Marketing Coordinator

Olaya Espejo

E-mail: oespejo@kenes.com

Contractors:

Catering

VCC Catering

Ms Marissa Hoeppner

E-mail: MHoeppner@vancouverconventioncentre.com

Catering is **exclusive** to *the VCC*

Catering Order Form: [click here to download](#)

Onsite Logistic Agent, Material Handling & Customs Clearance Agent

Levy Show

Ms Anita MacLeod

E-mail: amacLeod@levyshow.com

LevyShow is the **exclusive** handler inside the venue.

Please refer to the Material Handling order form in this manual for further information and associated costs.

To access our online ordering system please visit
<https://www.expotookit.com/expotools/webforms/login.aspx?c=151&s=8783>

Hostesses & Temporary Staff Hire

Email: operations@levyshow.com For online shop [click here](#)

Furniture / Graphics & Signage / Plants & Floral Arrangements LevyShow Service

Customer Service Tel: 604 277 1726

Email: operations@levyshow.com For online shop [click here](#)

Action Item <i>Please refer only to items which are included in your signed contract</i>	Deadline	Contact Person
Staff Hotel Reservation	As soon as possible	Petya Elenkova pelenkova@kenes.com

Payment of Invoice Balance	Must be received in full no later than one week prior to the Conference	Pazit Hochmitz phochmitz@kenes.com
Symposium Final Program (for approval by Scientific Committee)	As soon as possible and no later than Monday, March 25th .	Yulia Rijinsky jrijinsky@kenes.com
Advert inside the Final Program	Friday, 29 th March	
Advert in the Mobile App	Monday, 1 April	
Promotional E-mail Blast (Joint)	Monday, 1 April	
Text for Push Notifications	Monday, 1 April	
Badge Scanner/Lead Retrieval System	Friday, 19 April	
Placing orders for Live Streaming, Voting / 'Ask the Speaker'/ Evaluation and other Technology Products and Services Kenex Exclusive	As early as possible and no later than Monday, 1 April <i>Orders received after the deadline will incur rush fees</i>	Olaya Espejo oespejo@kenes.com
Catering Services	Friday April 12th <i>After this deadline surcharge will be applied, subject to items availability.</i>	MARISSA HOEPPNER Catering Manager Vancouver Convention Centre D: 604 647 7401
Hostesses & Temporary Staff Hire	Friday April 12th	operations@levyshow.com For online shop click here
Furniture / Graphics & Signage / Plants & Floral Arrangements	April 19, 2024	Levy Show Service Customer Service Tel: 604 277 1726 Email: operations@levyshow.com For online shop click here
Dedicated Wi-Fi / Internet Exclusive	April 19, 2024	https://congresmtl.com/en/services/client-portal/
AV – scheduling Tech rehearsal, placing orders for extra AV for the Sponsored Symposia and AV for Meeting rooms	As early as possible <i>Orders received after the deadline will incur rush fees</i>	Mike Perchig nest@nest-av.com

Shipping & Material Handling Services		
Door to door & Airfreight shipments	Please contact LevyShow	<p style="text-align: center;">Levy Show Logistics operations@levyshow.com (604) 277-1726</p>
Shipment via Advance Warehouse	shipments should arrive between April 5, 2024 – May 3, 2024.	
Exhibition goods – Direct deliveries to Congress venue only full load trucks	Subject to time slot Please contact levyShow	

▪ Industry

Symposia:

<https://ins-congress.com/industry-supported-sessions-general-information/#symposia-timetable>

Important notes:

- Industry Supported Sessions are **not** included in main conference CME/CPD credits.
- In order to support you in the best possible way, **please share your plans and requirements with us**. This information is invaluable for the success of your symposium. Please coordinate directly with the Industry Coordinator Yulia Rijinsky at jrijinsky@kenes.com
- We recommend arriving early to **set up the hall** prior to the start of your Symposium. A member of the Kenes Operational team will be available onsite should you need any assistance.
- **Handouts** are allowed to be distributed at the entrance to the Symposium hall; however, it is NOT permitted to place material on the seats inside the hall. We encourage supporters to consider digital alternatives, minimizing paper waste.
- Printed tent cards placed on the head table are allowed and should be produced and provided by supporter.
- **We ask presenters to follow the time schedule precisely in order for the day's events may run smoothly.** The updated scientific program can be found on the [INS 2024 Conference Website](#).
- **Blackout Policy:** we respectfully request that all

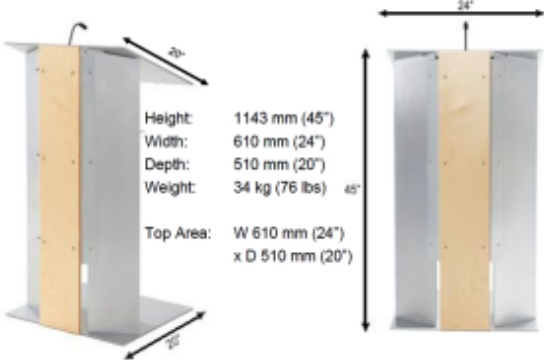
supporters (sponsors, exhibitors, special interest groups, and other stakeholders) comply with the conference blackout policy and refrain from holding organized meetings or events in parallel to the scientific program. [Click here](#) to view the conference program

- Catering is **exclusive** to **VCC Catering** and should be ordered in advance.
- **Catering** can be taken into the symposium halls.
- Supporters who wish to order **F&B their symposium or any food and beverages for their meeting/hospitality room** are welcome to do so directly with **VCC Catering**. Kindly contact Marissa Hoepfner via [MHoeppner@vancouverconventioncentre.com](mailto:MHoepfner@vancouverconventioncentre.com)
- **Catering Order Form:** [click here to download](#)
- **Deadline: Friday, April 12**
- If you are considering having catering during the symposium, please note that additional charges will be applied for cleaning the hall immediately following the session.
- If you are planning to offer catering together with the symposium, it is recommended to indicate this in all publications (as long as it is in line with the supporter's internal compliance policy).

We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians. As indicated in the sponsorship agreement, the supporting company, in addition to the support fee, must cover all speakers' expenses, including registration fees, accommodation and travel expenses. This also applies in the

case where the Sponsored Symposium speakers have already been invited by the INS 2024 Congress. **For all the Interactive Features information and costs, please contact Olaya Espejo at e-mail: oespejo@kenes.com**

Symposia Halls – Technical Details				
Hall Name	Location	Area (sqm)	Hall Capacity	Hall Layout
East Ballroom AB	Level 1	1061 sqm		Round tables 500 pax

Speaker Lectern in East Ballroom AB	
<ul style="list-style-type: none">Lecterns come with a faceplate 14" x 14" (356 mm X 356mm) fastened to the top of the front wooden panel. You may attach your own custom signage to the faceplate magnetically.	 <p>Height: 1143 mm (45") Width: 610 mm (24") Depth: 510 mm (20") Weight: 34 kg (76 lbs) Top Area: W 610 mm (24") x D 510 mm (20")</p>

Head Table
<ul style="list-style-type: none">The head table will be branded with the general conference branding.If you are interested to have your own company branding note that this is optional and should be arranged in advance and covered by the sponsoring company.<ul style="list-style-type: none">Due to the time constraints between the sessions and the specifics of the branding, changing the default conference branding is not recommended. However, if you prefer to have your own company branding for the head table, please contact the Industry Coordinator Yulia Rijinsky jrijinsky@kenes.com to discuss the options.Head Table dimensions:<ul style="list-style-type: none">244cm X 76.2cm X 76.2cm Per table, we will have 2 tables .

Please click on the links below for venue map:

- <https://www.vancouverconventioncentre.com/facility/floor-plans-and-specs>

Virtual tour of the whole venue is available [here](#).

AV for East Hall AB

- Coming Soon

Presentations Upload Onsite

If you are using a PowerPoint presentation (or any other PC-based application), please note that you have to deliver it on a USB Memory stick to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and at least 2 hours before the start of the session.

Please note that conference computers are supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

Important Note for Macintosh Users

To use MAC presentations on the PC compatible conference computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

- Convert it to PowerPoint or PDF.
- Use a common font, such as Arial, Times New Roman, Verdana etc. (Special characters might be changed to a

default font on a PowerPoint-based PC).

- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

Technical Rehearsal

As previously mentioned, we strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Congress Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com. A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians. If you have already finalized the speakers who will give a talk in your symposium, **please share with us their details as soon as possible**. Kindly submit **the speakers' names by Monday, March 25, 2024**. Please specify country and email address for each speaker.

Please submit the final symposium program using [the attached Agenda format](#) via email to the Industry Coordinator Yulia Rijinsky at: jrijinsky@kenes.com as early as possible and no later than **Monday, March 25, 2024**

Please note that the content, faculty, and program of the symposium is subject to the review and approval by the Organizers as done for the previous INS Congresses.

The proposed program should include:

- Session Title (up to 110 characters including spaces)
- Session Description (up to 200 words. Hyperlinks can be included)
- Speaker Presentations Titles
- Timing – duration of each speaker presentation and full timing of the agenda

- Speaker/Moderator Full Name
- Speaker/ Moderator Country
- Speaker/ Moderator E-mail
- Speaker/ Moderator Affiliation (optional)
- Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

- Speaker **Bio** – up to 200 words.
- Speaker **Photo** – 180×240 px, JPG Format

In case of any changes to your symposium title or program after the initial submission, please update the Industry Coordinator Yulia Rijinsky at: jrijinsky@kenes.com. Due to accreditation criteria for this conference, which is CME certified, the following rules must apply:

Guidelines to follow when creating your promotional items and content:

- **INS24 logo** should NOT be used in any promotional materials created by the supporter.
- Materials created by companies should NOT utilize the main event marketing look and feel.
- When promoting your symposium, please always indicate on any of your promotional materials: **This session is not included in the main event CME/CPD credits**
- When promoting your symposium, you are allowed to use the phrase: **Official symposium of the International Congress of the International Neuromodulation Society.**
- When creating adverts for **mobile app, program book and mailshots** it is allowed to promote product, symposia or company promotion. When promoting symposia please always indicate the following text inside: **This session is not included in main event CME/CPD credits**
- When creating adverts for External and Internal lobby flags in the virtual platform it is allowed to promote symposia or company promotion. When promoting symposia

please always indicate the following text inside: **This session is not included in main event CME/CPD credits**

Kindly refer only to the relevant items in accordance with your sponsorship agreement.

Advertisement in the Mobile App – Carousel Image

Supporters who are entitled to an advertisement in the mobile app, are kindly requested to submit the file via email to the Industry Coordinator Yulia Rijinsky at jrijinsky@kenes.com **by Monday, April 1**

File format: PNG or JPG (up to 800kb)

Size: 780px x 1688px

Please note that the ad is a static image, and is not clickable. We recommend avoiding using small text, so the advert can be readable when displayed on a mobile screen.

Promotional E-mail Blast – Joint

Supporters who are entitled to Joint E-mail Blast as per sponsorship level, are kindly requested to submit the files until **Monday, April 1** and to follow the guidelines below:

Please prepare 2 files according to the following specifications and send these 2 files to Industry Coordinator Yulia Rijinsky at: jrijinsky@kenes.com:

One Banner/Image

Format: JPEG

Dimension: 300X250

Width: 300 pixels / Height: 250 pixels

One A5 PDF (this file will be linked to the banner/image)

Format: PDF / A5 size

Important notes:

- In case the webmail is promoting a sponsored symposium, please include the following disclaimer: ***This session is***

not included in main event CME/CPD credits.

- It is not allowed to use the INS logo. The conference banner will be added to the webmail's header by Kenes.
- The "From" field will be "*INS 2024 Supporters*"
- □The exact launch date will be determined by Kenes in due course. The e-mail blast will be sent out to the preregistered delegates who have agreed to receive promotional material.

Push Notification

For supporters entitled to push notification as per their signed contract, kindly submit the text by **Monday, April 1** by e-mail to Yulia Rijinsky at: jrijinsky@kenes.com according to below guidelines:

- **Message title – Maximum 40 characters** including spaces
- **Message body – Maximum 140 characters** including spaces

Important notes:

- **Please specify your preferred date and time** when submitting the text. We will do our best to accommodate this request. The final schedule of the push will be determined closer to the conference, considering the overall push notifications schedule of the conference.
- Push notifications will be sent out during **official breaks only** in order not to disturb the participants who are inside session halls when sessions are taking place. The updated program timetable including list of breaks can be found on the conference website under "Scientific Program" page ([click here](#)).
- Content is subject to the approval of INS.
- Please make sure to indicate **company name** either on the title or in the message body.
- Push Notifications via the mobile app are sent only to participants who download the app and accept to receive notifications.

- Push notifications look different across various browsers, device types, and operating systems.

Advert Inside the Final Program

Supporters entitled to an advert inside the final program as per their signed contract, are kindly asked to submit the file no later than **Friday, March 29** by e-mail to Yulia Rijinsky at: jrijinsky@kenes.com according to : [Following Specs](#)

- PDF format, Press quality, CMYK only, Fonts and images embedded.
- Please be sure to leave an extra 3mm of your artwork around the edge (bleed) to allow more leeway when the printer trims the pages.

Symposium supporters have the option to create signage promoting their symposium according to the below guidelines. The symposium signage should be produced by the supporter. Please make sure to follow the guidelines specified at the beginning of this section.

Session Hall Signage

Self-Standing Sign at the Entrance

One stand-alone sign to be placed at the entrance of the session hall 30 minutes prior to the sessions published start time. Please make sure to indicate the following disclosure on the sign: ***This session is not included in main event CME/CPD credits.***

Stage Banners

1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: 150cm wide x 250cm high.

Signage in the Exhibition Area

Self-Standing Sign

The Supporter is entitled to place one sign (85cm wide x 200cm high) advertising the **Symposium on the day of the session**

only. The sign may be placed in the *exhibition area* during exhibition opening hours. Please liaise onsite with the Industry Coordinator and Exhibition Manager regarding exact time and location.

Notice:

Due to CME/CPD accreditation criteria, you may not place signage advertising your symposium in any other locations unless coordinated with Kenes staff onsite.

Symposium Badges

Each symposium organizer is entitled up to 10 Symposium badges which allow access to their Industry Session only.

Symposium badges will be prepared *upon request only* and can be collected at the Registration desk 2 hours prior to start of your Industry session. Symposium Badges needs to be returned to the Registration desk after the session has ended.

Wi-Fi

Complimentary Wi-Fi will be provided by the conference during official conference days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking e-mails.

Should you require Wi-Fi or an internet line during your symposium or for your meeting room, please contact:

VCC portal
at: <https://congresmtl.com/en/services/client-portal/>.

Meeting Rooms / Hospitality Rooms

Supporters interested in renting a meeting room during INS 2024 Congress should contact Industry Liaison & Sales, Ms. Victoria Eskenazi: veskenazi@kenes.com

Waste Disposal

Please note that it is the supporter's responsibility to leave

the symposium session hall in a clean and tidy manner once the symposium has finished. Any items such as leaflets, banners, roll-ups must be removed from the hall at the end of the session. Any discarded waste, including promotional material, left behind will be removed by the conference organizers at the expense of the supporter concerned.

“K-Lead” Application – Barcode Scanner Application (no device included)

WHAT IS K-LEAD APP?

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or attend your symposium. The information obtained by lead retrieval system enables Exhibitors and supporters to enhance their database by securing valuable leads for further marketing and communication.

HOW DOES IT WORK?

Exhibitors can download the **“K-Lead” app onto their own smart phone or tablet** and transform their device into an instant, easy lead retrieval system and capture participants' full contact information with a quick scan of their badge.

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor's comments for each lead.
- Ability to quickly scan delegates as they enter the session hall by using the “Quick Scan” function.
- The application is available for download from Apple store or Google play: “K-Lead App”.

COST

Cost per license: **USD 650** (excluding 4% credit card charges fees, excluding VAT if applicable)

NB! Please note that device is not included. The Application

should be installed on your company/personal device (tablet/smart phone). Operational information will be sent in due course.

IMPORTANT TO KNOW

Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).

- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).
- Kenes will not share delegate's personal data with third parties without their consent.
- Please note that similarly to sharing a business card, presenting a delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.
- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, such as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

If further assistance is required to place your order, or you have not received your login details please contact the Industry Coordinator, Yulia Rijinsky at: jrijinsky@kenes.com **Maximize your Participant Experience – Use our innovative technologies for your Symposium**

Kenes is proud to deliver a wide variety of quality onsite

technology products and services.

We offer:

- **Live Streaming** and many more products designed for capturing and recording symposium content.
- **Voting, Evaluations**, and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services for any language** are available in two options. The conventional approach involves local interpreters and the use of headphone receivers. Alternatively, we offer a cutting-edge AI-powered solution. With this innovative method, participants can access live translations and captions seamlessly by scanning a QR code on their mobile phones.

We also provide tailor made customized solutions – [contact us](#) to make it happen!

PLEASE NOTE: All product solutions are offered exclusively by Kenes Group.

Please contact us to discuss your needs and our relevant solutions.

✘ Kindly note that *LevyShow Logistics* is the sole official on-site agent to handle all in/out shipments arriving to this congress.

Contact details:

Levy Show Services

operations@levyshow.com

Range of services:

- Transport, national or international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time slot

management

- Unloading, delivery to the hall/exhibition-stand, fork-lifting
- Storage of empty boxes and crates during the event
- Accessible storage for brochures and give-away items during the event

The shipping instructions at the end of this manual are provided to assist with your preparation for the correct and timely dispatch of materials to the conference. Please follow the instructions closely.

The shipping instructions include:

- Shipping Instructions
- Tariff
- Material Handling Form
- Shipping Labels

All Shipping Information may be found [here](#) – under Material Handling tab

please note that you must register to the Levy Show web shop first, to access all details. if you do not have a booth number- please put "0". There is an increasing number of fraudulent websites that are attempting to impersonate INS. **All official communications about the INS Congress are managed by Kenes Group.** Please exercise caution if contacted by other organizations claiming to represent INS. For any questions about sponsorship please contact Victoria Eskenazi, Industry Liaison & Sales Associate, at veskenazi@kenes.com