EXHIBITOR MANUAL

- **Date:** May 08 - 11, 2019
- **Venue:** Friendship Cultural Palace – 91 Tran Hung Dao St., Hanoi - Vietnam
- **Host:** Ministry of Health of Vietnam
- **Organizers:**
  - Vietnam Medical Products Import - Export JSC – VIMEDIMEX VN
  - Vietnam Advertisement and Fair Exhibition JSC – VIETFAIR
- **International partners:**
  - CMEC, GXIEX, SINOSEOUL, FORMOSA, PHARMA WORLD,…
- **Supporters & Sponsors:**
  - Ministry of Industry & Trade
  - Ministry of Planning & Investment
  - Ministry of Science & Technology
  - Ministry of Information and Communication
  - Hanoi People’s Committee
  - Vietnam Chamber of Commerce & Industry (VCCI)
  - General Dept. of Communication & Emulation, Commendation
  - Health Legislation Dept
  - Medical Equipment & Instrument Dept
  - Drug Administration
  - Foreign Relations Dept.
  - Administration of Medical Examination & Treatment
  - Vietnam Food Administration
  - Central Health Communication & Education Centre
  - Hanoi Dept. of Health
  - Hanoi Dept. of Industry & Trade
  - Foreign Embassies and Trade offices in Vietnam
  - Vietnam Embassies and Trade offices in foreign countries
- **Media supporters:**
  - Vietnam Red Cross, O2 TV, Info TV, joy fm, HiTV, Trade Contacts
  - Vinanet, Trade Winds, Suc khoe doi song, Suc khoe gia dinh
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FORMS

Form1: Show Directory Entry
Form2: Advertisement Opportunities
Form3: Fascia name
Form4: Furnishings for Rent
Form5: Electrical Service Audio Equipment (Rental)
Form6: Temporary Staff Service
Form7: Booth Construction Agreement
Form8: Exhibitor Nominated Contractor
Form9: Entrance badge

Organizing Committee Standing Board:

Vietnam Medical Products Import - Export JSC
138 Giang Vo, Ba Dinh, Hanoi
Tel: (8424) 3844 3462 | Fax: (8424) 3845 9247
Contact: Mr Quang – +84983 568 190
E: planvimehanoi@gmail.com
Web: www.vimedimex.com.vn

Vietnam Advertisement & Fair Exhibition JSC
Bien Phong Newspaper Bulg, 40A Hang Bai, Hanoi
Tel: (8424) 3936 5566
Contact: Mr Hùng – +84983 602 994
E: xttm@vietfair.vn
Web: www.vietfair.vn

Exhibition hall management board:
Capital Exhibition Service J/S Company (CESCO)
94 Tran Quoc Toan, Hoan Kiem, Hanoi
Tel: (8424) 3942 9920 | Fax: (8424) 3924 9921
E: Info@cesco.vn | huonglt@cesco.vn
A. SHOW FACTS & EXHIBITOR ACTION CHECK LIST

○ Show Facts (For Exhibitors):

<table>
<thead>
<tr>
<th>Item</th>
<th>Date</th>
<th>Time</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move – in</td>
<td>05/5</td>
<td>08:00 - 18:00</td>
<td>Raw space</td>
</tr>
<tr>
<td></td>
<td>06/5</td>
<td>08:00 - 18:00</td>
<td>Standard booths</td>
</tr>
<tr>
<td></td>
<td>07/5</td>
<td>08:00 - 22:00</td>
<td>Standard booths + Raw space</td>
</tr>
<tr>
<td>Opening Ceremony</td>
<td>08/5</td>
<td>09:00 - 10:00</td>
<td>Grand Hall - Hall B</td>
</tr>
<tr>
<td>Opening hour</td>
<td>10/5</td>
<td>08:30 – 17:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10/5</td>
<td>08:30 - 17:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11/5</td>
<td>08:30 - 12:00</td>
<td></td>
</tr>
<tr>
<td>Move - out</td>
<td>11/5</td>
<td>13:00 - 20:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12/5</td>
<td>08:00 - 12:00</td>
<td></td>
</tr>
</tbody>
</table>

○ Show Facts (For Visitors):

<table>
<thead>
<tr>
<th>Item</th>
<th>Date</th>
<th>Time</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Ceremony</td>
<td>08/5</td>
<td>09:00 - 10:00</td>
<td>Grand hall – Hall B</td>
</tr>
<tr>
<td>Opening hour</td>
<td>09/5</td>
<td>10:00 - 17:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10/5</td>
<td>09:00 - 17:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11/5</td>
<td>09:00 - 12:00</td>
<td></td>
</tr>
</tbody>
</table>

○ Contacts:

★ Must fill in and email it back before the deadline

<table>
<thead>
<tr>
<th>No</th>
<th>Item</th>
<th>Deadline</th>
<th>Contact</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Show Directory</td>
<td>01/4/2019</td>
<td></td>
<td>★Form 1</td>
</tr>
<tr>
<td>2</td>
<td>Advertising</td>
<td>01/4/2019</td>
<td>Contact VIETFAIR</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>T: (8424) 3936 5566</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Mr Nguyen Linh:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>M: +84904547711</td>
<td>E: <a href="mailto:project1@vietfair.vn">project1@vietfair.vn</a></td>
</tr>
<tr>
<td>3</td>
<td>Fascia</td>
<td>01/4/2019</td>
<td></td>
<td>★Form 3</td>
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</tbody>
</table>
### VIETNAM MEDI-PHARM 2019

**May 08 - 11, 2019**  
At Friendship Cultural Palace  
91 Tran Hung Dao Str., Hanoi, Vietnam  
www.vietnammedipharm.vn

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Furniture rental</td>
<td>★ Form 4</td>
</tr>
<tr>
<td>5</td>
<td>Electricity</td>
<td>Form 5</td>
</tr>
</tbody>
</table>
|   | Contact **VIETFAIR**  
|   | T: (8424) 3936 5566  
|   | - Mr Nguyen Linh:  
|   | M: +84904547711 | E: project1@vietfair.vn |
| 6 | Temp Staff | Form 6 |
| 7 | Booth Construction Agreement | Form 7 |
|   | Contact **VIETFAIR**  
|   | T: (8424) 3936 5566  
|   | - Mr Nguyen Linh:  
|   | M: +84904547711 | E: project1@vietfair.vn |
| 8 | Exhibitor Nominated Contractor | ★ Form 8 |
|   | 01/04/2019  
|   | or **CESCO:**  
|   | 94 Tran Quoc Toan, Hoan Kiem, Hanoi.  
|   | T: (8424) 3942 9920  
|   | Email: info@cesco.vn |
| 9 | Entrance badge | Form 9 |
| 10 | Official freight forwarder |   |
|   | **Schenker Vietnam Co., Ltd**  
|   | Contact: Mr David - +84903 410 309  
|   | Tel:(8424) 3232 1771  
|   | Email: David.linh@dbschenker.com |

**Note:** Please contact directly with the Organizers to have timely assistance.

### B. EXHIBITING RULES & REGULATIONS

#### 1. Allocation and use of exhibition space

Application for participation is to be made in the prescribed form. Based on the sort of exhibits, time of registration and making deposit... also considering exhibitor’s request, the Organizer will assign space to exhibitor on “first come first served” basis. Exhibitor shall not underlet the space allocated by the Organizer nor use the space for any other purposes.
2. Payment :
- Space allocation will be done by the Organizer only upon receipt of 50% of rental payable along with the application. Remaining 50% of space rental is payable at least 30 days before the opening day. The deposit (50% of contract value) will not be refundable. For withdrawal, the notice shall be sent to the Organizer in writing. If the notice being sent at least 45 days before the opening day, 50% payment will be refunded; If the notice being sent after the deadline, 100% payment is non-refundable.
- Payment methods: T/T or cash

3. Possession of space:
- Possession of space and stand will be given, only upon receipt of full payment: 2 - 3 days for raw space, 1 - 2 days for package stands before the fair opening
Exhibitors decorate their booth in time as mentioned in A.SHOW FACTS & EXHIBITOR ACTION CHECK LIST at page 3, overtime charge will be 60USD/ h/booths. Exhibitors who want to register for overtime construction (18:00 to 8:00 next day). Please register at least 5 hours before overtime
- The display of stand must be finished before 18:00 on the day before opening day.

4. Exhibits:
Please follow these regulations of displaying goods when participating at the exhibition:
- Do not display products, services which is restricted of forbidden from trading, importing; or don’t have permission in Vietnam; or in poor quality, expired at the exhibitions;
- Do not trade, giveaway products have specialized management regulations; unless exhibitors can follow strictly those regulations;
- Notify or register correctly with government agencies before doing promotion activities;
- Do not reduce the price of the products, services more than the maximum rate;
- Do not promote products, services which is restricted of forbidden from trading, importing; or don’t have permission in Vietnam; or in poor quality, expired at the exhibitions;
- Do not using products, services which is restricted of forbidden from trading, importing; or don’t have permission in Vietnam; or in poor quality, expired as promoting materials;
- Do not promote tobacco, liquor have volume of alcohol more than 30%; or using tobacco, liquor have volume of alcohol more than 30% as promoting materials.

5. Exhibit Transportation:
The Organizer will provide exhibitor or his transport agent with related documents for customs formalities of exhibits, or the Organizer will help to arrange customs clearance and local transportation to the fair venue if required by the exhibitor (detail rates will be provided in the Exhibitor’s Manual).

6. Construction of stand:
Booth description:
- Standard booth 9sqm (3m x 3m): Partitions, Carpeted floor, Single phase socket 220V/5Amp, Fascia with company name in English, 01 Information counter, 02 chairs, 2 fluorescent lights, Waste paper basket. Please contact the Organizers if you want to have additional order. Please take note of the deadline in Form 4 to avoid surcharge.
- Raw space: Maximum height: 3.2m (Hall B), 4.2m (Hall C, Hall A), please contact and send the maquette to the Organizers if your design is higher. If exhibitors want to build 2-story high booth, please notify the Organizers and Exhibition hall Management board in paper.

**Expenses for contractors:**

+ Exhibitors who build the booths by themselves/outside contractors should contact the Organizers to register for construction badges, submit admin fee, deposit fee, electricity fee… before building-up

Construction deposit will be refunded after contractors fulfill their responsibilities to ICE. Contractors have to claim the deposit no later than 10 days after the exhibition. All requests after that day will not be approved

Admin fee is for cleaning, security and other services, and is not refundable

**Construction regulations - I.C.E Hanoi.**

+ Special design by exhibitor will have to be within the architectural controls and getting approval by the Organizer before actual construction is started (Please provide information of person in charge of the construction work). The Organizers will only design and build-up when requested (with individual build-up contract). If exhibitors want to use electricity for lighting and other equipment, please remit this payment to the service providers at the Exhibition.

+ Exhibitors having 2 or more booths have to get approval from the organizers if they want to build partition between those booth.

+ Workers must wear badges at the show venue during building-up and tearing-down period.

+ Exhibitors is responsible for electrical safety and worker management in their booths. Exhibitors are not allowed to connect to hall electrical systems. GENERATOR IS NOT ALLOWED

+ ICE reserves the right to disconnect the electricity if electrical safety is not guaranteed. Electrical line and water pipe have to be safely hidden.

+ The organizers reserve the right to remove exhibit if those exhibits are displayed in the wrong area, or conflict with general decoration.

+ Exhibitors who want to register for overtime construction, exhibitors have to register and remit the payment to I.C.E Hanoi

+ Booth builders should use fabric double-sided adhesive tape to tape to the floor (see the sample at ICE office), other kind of glues, adhesive tapes are not allowed.

+ All the materials have to be processed outside the venue, only assemble in the hall, no sawing, painting to cause dust; no cutting, welding to cause electrical spark in the Exhibition hall.

+ Exhibitors have to rent space to store their own goods, do not leave them in the gangway or outside of the booth area

+ When moving machines, goods, contractors must have floor protection methods such as covering the floor with rubber or soft materials before positioning the machines.

+ Do not audio in high volume, hinder other exhibitors activities

* When building-up, decorating, tearing-down, contractors have to indemnify if violate:
Intentional violations:
- Drill, carve into the floor, wall, column, equipment, standard booths, etc; as well as stick glue, paint, and other chemical that hard to wash, etc; or wire electric circuits without Management Board’s permission.
- Not gather and take garbage and waste material out of the exhibition area. Scatter the material over the passageway that hinder general and other exhibitor’s activities…
- Build up, exhibit outside of the booth perimeter and block the view of other booths.
- Hang poster and other advertisement material without Management Board’s permission.
- Not dismantle booths in time, not follow electric safety, fire safety, toxic safety regulation…
Penalty fee: **900USD – 2,500USD** plus repairing expenses.

Unintentional violations:
- Scratch the floor, wall, column, window with sharp objects …
- Scatter the material over the passageway but clear that up in time …
- Turn up the speaker too loud, affect exhibition’s activities …
- Not dismantle booths in time unintentionally, throw garbage in the passageway …
Penalty fee: **50USD – 95USD** plus repairing expense

Technical errors:
Technical errors are the errors that occur in the building – up process… but haven’t had any serious consequences and have been fixed in time (not including drill, carve, scratch the floor, wall, column; pour glue, paint, and other chemical that hard to wash; not follow electric safety, fire safety, toxic safety regulation; as well as not dismantle booths in time)..

Penalty fee: **15USD – 50USD** plus repairing expense
The Management Board reserves the right to suspend contractors if they continue to violate the rules.

7. Construction of stand:
Furniture and electricity rental:
Equipment rental, connection, and consumption fee are included.
All items ordered are on rental basis and exhibitors will be held responsible for any damages or loss caused. All rental fee are not refundable. If exhibitors want to rent equipment that not listed, please contact directly.
Socket is in round or square shape (220V/5A) and have only 2 holes. Exhibitors are not allowed to connect to hall electrical systems. **GENERATOR IS NOT ALLOWED.**
For standard booths (shell scheme), electrical socket is included. Power consumption is less than 1000W to avoid overload. This is only for usual equipment, if exhibitor wants to use for lighting, water cooling-heating, cooking… purpose, power consumption fee will be charged as listed in form 1A.
Exhibitors is responsible for electrical safety in their booths. The organizer reserves the right to disconnect the electricity if electrical safety is not guaranteed
Internet line in ICE is limited. Exhibitor should register before Opening day at least 30 days. The price above is included installation and using fee for the whole event. Late fee will be applied: After deadline: + 30%, Onsite: +50%

8. Operation of stand:
All exhibitors are requested to wear badges in the show venue. Staff of exhibitors must be present half an hour before opening and half an hour after closing everyday to take care of his/her stand. When arriving at stand in the morning, should exhibitor find something loss, damage, the exhibitor must keep the status quo and inform the Organizer immediately to settle.

Within one day after show closing, all exhibits and other materials must be moved out of the venue.

9. Security:
The Organizer will make the general security arrangements 24 hours. However, exhibitors will be responsible for the security of their own exhibits and stand. The Organizer is not liable for any loss, damage occurred during opening time every day.

No one, but the Organizer, will be allowed to provide security services in the venue. For all need of hiring temporary personnel, exhibitors have to submit a name list to the Organizer for approval and getting badges for these personnel to work in the venue.

10. Fire prevention:
The Organizer is authorized to limit demonstration of all materials, which are in its sole discretion deemed to be potential fire hazards, and is entitled to remove them from exhibition halls in order to ensure the security. All expenses for the removal shall be born by the exhibitor.

Absolutely forbidden moving inflammable or explosive into the exhibition halls, using electricity to cook, heat, dry materials in exhibition halls. No smoking is allowed in exhibition halls during the build-up/tear-down period.

When daily opening time is over, before leaving the stand, exhibitor must check all electrical equipment and switch electrical off (especially in case the power is suddenly cut out during opening hours). In case of fire hazards, exhibitors have to inform immediately the fire fighter team, keep calm, cut off electric interrupters, use fire extinguisher to put out the fire, show the way out to visitors. Exhibits must not obstruct passage, telephone connections, fire extinguishers and water outlets.

11. Insurance:
For the safety of exhibits and display material, exhibitors are advised to take out adequate insurance against loss, damage, fire, thief, and accident on any cause whatsoever.

12. Change of date and venue:
In case of necessary, the Organizer reserves the right to change the venue or date of the fair, and will inform exhibitors the new date or new venue at least one month before the old date. Space rental contracts will remain effective for the new date or new venue.

13. Power and water:
Except the Organizer and official contractor, no one is authorized to undertake any installation of water and electricity equipment in the exhibition hall. The Organizer will disconnect any electrical supply,
which may be dangerous to visitors an hour before and after the daily opening time. During the move-in and move-out periods, power will be supplied as requested.

14. Refusal of admission:
Whenever necessary, the Organizer reserves the right to refuse any person admission to the fair venue at request of the authorities for the common benefit of the fair.

15. Visa:
The Organizer will provide exhibitor with active assistance, but is not responsible for applying for visa. The fact that exhibitors, is unsuccessful in obtaining visa will not be an alleged reason to cancel the contract. Exhibitors must strictly observe the immigration rules of Vietnam.

16. Violation of the rules and regulations:
In the event of violation of these rules and regulations, the Organizer will have the right to close down the stand of exhibitor immediately, and the exhibitor will have the juridical responsibility for his/her violation.

C. SHOW DIRECTORY & ADVERTISING

1. Show Directory.
Show Directory is the publication that covers Exhibitor’s company information. This bilingual show guide comes handy to international/local visitors for searching and better understanding of the products and exhibitors. 3,000 copies of the Show Directory will be distributed during Vietnam Medi – Pharm 2019 as well as to major distributors, government departments and users in Vietnam. The Show Directory is an effective tool to maximize your exposure and extend promotion results in Vietnam Medi – Pharm 2019.

2. Show Directory - Advertising
Advertising in Vietnam Medi – Pharm 2019 Show Directory is available to all exhibitors. For further information, please contact the Organizers.

Details

1. Price:

<table>
<thead>
<tr>
<th>Size</th>
<th>Rate (USD)</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full page - Colored</td>
<td>USD1,200 / page</td>
<td>Inside front cover, Inside back cover, back cover</td>
</tr>
<tr>
<td>Full page - Colored</td>
<td>USD700 / page</td>
<td>Inside Regular</td>
</tr>
<tr>
<td>Full page – B/W</td>
<td>USD500 / page</td>
<td>Inside Regular</td>
</tr>
</tbody>
</table>
2. Size:

   Full page: 14.5 (W) x 20.5 (H) cm
   Spread: 29 (W) x 20.5 (H) cm
   Half page: 13 (W) x 9.5 (H) cm

* Always leave 3mm on each side as bleeding

3. Color: 4

4. Requirement

   File: * TIFF file in CMYK, 300dpi

5. Notices for Advertisers:

   (1) Deadline: 01/4/2019
   (2) Advertisement Artworks must be submitted by 10/4/2019
   (3) Contact: (8424) 3936 5566

D. SHOW DIRECTORY / EXHIBITOR BADGE

1. Exhibitor badge (Form 09)

   Please show the Exhibitor Badge for access during May 08 – 11, 2019. Exhibitors with 1 stand can get 3 badges (max.), with 2 stands can get 5 badges (max.), with 3 stands can get 7 badges (max.), with 4-6 stands can get 10 badges (max.), with 7-10 stands can get 15 badges (max.). Please show your name card for badge collection while checking in the Information Desk. No additional badge will be provided. Please securely keep your badges.

2. Show Directory

   Each Exhibitor will be entitled to 01 copies of the Show Directory. The Organizer will award the MOH’s certification together with Show Directory during the show (2nd or 3rd day of the show).
### E. ACCOMMODATION

Special rate and facility are offered to Vietnam Medi-Pharm 2019 exhibitors and visitors, for more details please contact the agent belongs to your area.

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Hotel Nikko Hanoi</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong></td>
<td>84 Tran Nhan Tong str, Hanoi, Vietnam</td>
</tr>
<tr>
<td><strong>Tel</strong></td>
<td>+8424 3822 3535 (Ext: 4010)</td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>F: +8424 3822 3778</td>
</tr>
<tr>
<td><strong>HP</strong></td>
<td>+84 989 178 100</td>
</tr>
<tr>
<td><strong>Contact Person</strong></td>
<td>Mr. Bui Tran Nam</td>
</tr>
<tr>
<td><strong>E-mail</strong></td>
<td><a href="mailto:csales3.nikko@hotelnikkohanoi.com.vn">csales3.nikko@hotelnikkohanoi.com.vn</a></td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.hotelnikkohanoi.com.vn/">http://www.hotelnikkohanoi.com.vn/</a></td>
</tr>
</tbody>
</table>

**Room Type & Rate**

- Deluxe room : USD 117++/night (36sqm)
- Daily Buffet Breakfast
- Free WIFI & Wire internet access
- Complimentary use of Sauna, Gymnasium and Swimming pool
- Complimentary in-room daily bottles drinking water, tea & coffee facilities
- Complimentary shoe shine service

- Park View Deluxe : USD 140 ++/night (48sqm)
- Included Deluxe room benefits
- Extra benefit for Park View Deluxe room:
  - 03 pieces of laundry/pressing per night stay (excluding express and dry cleaning), non-accumulative
  - Welcome drink coupon on arrival

**Estimated time to Exhibition Hall**

- 7 mins on foot