

DKOU2025



DKOU 2025

Service Manual for Exhibitors

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Venue & Building Heights



Venue

CityCube Berlin

Messedamm 26
14055 Berlin, Germany
[Website CityCube](https://www.citycube-berlin.de)

Building Heights

Exhibition Area: Level 2, Hall B

Max. building height:
6,00 m from 30 sqm exhibition space
4,00 m up to 29 sqm exhibition space

Exhibition Area: Level 1, Hall A

Max. building height:
5,50 m from 30 sqm exhibition space in all areas,
6,00 m from 30 sqm exhibition space in 1st and 2nd row from middle aisle (s. plan)
4,00 m up to 29 sqm exhibition space



Suspensions in Level 1

Only possible in the middle areas, see plan in the portal.



Floor Covering

Concrete floor – please ensure floor covering is laid!

Stand Construction



All professional stand constructions have to follow the regulations of Messe Berlin. **Booth constructions over 4,00 m and two-storeyed booths are generally subject to authorization and need to be turned in for approval. Please send descriptions with a detailed plan 6 weeks prior to the congress latest to Messe Berlin for permission** (see permission at Webshop).

All exhibition stands have to be built self-supporting. It is not allowed to fix objects to walls, columns and/or the flooring. The exhibitor himself is responsible for the safety of the booth and has to show evidence if requested.

It is prohibited to exceed the limitations of the assigned exhibition space.

Neither lighting nor signage may protrude over the stand limitations. It is generally not allowed to paste walls, columns or other objects of the venue. The exhibitor is liable for any contravention causing damage.

If you have booked an island stand area, please note that all sides have to be open without any construction. It is only allowed to cover a max. of 50% of one side. Slight deviations are possible after consultation.

Booth walls bordering on other booths have to be white and free of any advertisement above 2,50 m.

In the interest of all exhibitors and congress participants **it is prohibited to dismantle before Friday, 31.10.2025, 17:00 h!** Early dismantling or partial broaching of the booths is not admissible and will be punished with a contractual penalty of 50% of the rental fee.

Furthermore, with early dismantling, 1 loyalty point will automatically be drawn off.

Key Facts on 3 Pages

Compliance	DKOU 2025 has been assessed by the Ethical MedTech (EMT-25-01900) as PROVISIONALLY COMPLIANT .
Exhibitors' Passes	There is a free contingent of exhibitors' passes (eTickets) per exhibitor: Per 4 sqm you will receive one exhibitors' pass for free (at least 2 per stand area). With the passes, you may visit the scientific programme and the exhibition (excepting courses which have to be booked separately), there is NO CME certification included. Cost free exhibitors' passes will be registered automatically, there is no need to book them separately. You will receive your eTickets automatically one week before the congress. The exhibitors' passes are not personalized and can be transferred on a daily basis to another person. Furthermore, you have the possibility until 30 September 2025 to order additional exhibitors' passes. Please follow this link to our <u>portal</u>. After your registration you will receive a confirmation via email. All eTickets for your stand personal to access the congress will be sent via email to our main contact person, which has booked your stand area. Please forward this email to your stand personal. Please bring your own company name badge along as eTickets cannot be printed in Berlin. If you have any requests in regard of the exhibitors' passes please contact Ms Lucia Goldmann lucia.goldmann@intercongress.de
Lead Retrieval	The provision of an attendance list or other participants' (address) data is not possible because of data protection laws. However, DKOU offers the possibility to rent a licence (own Apple hardware required) for your stand space/workshop via the <u>portal</u> in order to obtain this data by scanning the barcodes yourself.

Key Facts on 3 Pages

Access Set-Up and Dismantling	The access to the trade fair Berlin during set-up and dismantling is organised through the system "VisiFair". <u>Further information can be found here.</u> Slots can be booked from 10 September 2025 here: Visifair booking Costs: EUR 15 per hour, maximum time, see traffic guide. Without pre-booking, the access will NOT be possible. During the congress days the traffic guide describes how to access.
Webshop Messe Berlin	Different orders as for example for • Electricity (Electricity is not available free of charge at any place of the trade fair) • Water installation • Internet access and telephone • Waste disposal, stand cleaning, stand security.... can be booked through the Webshop. Please use your existing Messe Berlin log-in data from DKOU 2023/2024 or register again.
Expofair (Furniture, Flooring, Shell Scheme)	Furniture, flooring and shell schemes can be booked through our partner Expofair. The order forms can be found at the Webshop under "Stand construction and equipment" or directly here: Order forms Expofair Contact: Expofair GmbH +49 30 684086-0, info@expofair-berlin.de
M Events (Technical Equipment)	Please book technical equipment directly through our partner M Events and send your request directly until 30 September 2025 to industry@m-events.com.

Key Facts on 3 Pages

Schenker (Logistic)

For all logistic requests please contact our partner Schenker:
Transport, storage, forklifts, logistic – [Shipping Manual](#)
[Here you find the Exhibition Freight Handling Tariff.](#)

Contact: Schenker Deutschland AG
+49 30 3012995-420, fairs.berlin@dbschenker.com

Parking

Free truck parking is possible at car park „AVUS Nordkurve“.

Payable truck parking on the premises of the trade fair centre has to be ordered online through the [Webshop](#).

Payable car parking is available on “P14, P17 and P18” – you must pay your parking ticket on-site (EUR 15 EUR per day). Allocation is on a first come, first served basis.

Catering

In the exhibition halls, you will find different fee-paying food courts.

You can also order food and beverages for your exhibition booth at Capital Catering GmbH:

To order catering please use the following link:

webshop.capital-catering.de/en

Contact: +49 30 3038 2993 (also for orders on-site in Berlin)

cateringservice@capital-catering.de

It is also possible to bring your own food or to engage a caterer of your choice. Please take care that the current food hygiene regulations are respected.

In doing so, please take into consideration the delivery times for service providers during the congress: Tuesday – Friday 07:30–08:30 h and 18:30–20:00 h.

Attention: When entering the trade fair grounds of Messe Berlin a delivery note has to be shown!

Please serve alcoholic drinks only in the afternoon break/evening.

Please let us know if you are planning a stand party in the afternoon/evening.

Deadlines & Times

Visifair: Access Set-Up and Dismantling	bookable from 10.09.2025
Permission Stand Construction	15.09.2025
Exhibitor Passes (eTickets)	30.09.2025
Catering	30.09.2025
Expofair: Furniture, Flooring, Shell Schemes	30.09.2025
Lead Retrieval Licence	30.09.2025
Schenker: Logistic	see page 6
Webshop Messe Berlin	30.09.2025
Set-Up	Saturday, 25.10.2025: 08:00–22:00 h Sunday, 26.10.2025: 08:00–22:00 h Monday, 27.10.2025: 08:00–20:00 h It is also possible to set up overnight on Saturdays and Sundays. Please notify us if you wish to set up overnight. Access to the site and unloading must take place within the above-mentioned set-up times.
Opening Hours	Tuesday, 28.10.2025: 08:30–17:30 h Wednesday, 29.10.2025: 08:30–18:30 h Thursday, 30.10.2025: 08:30–19:00 h Friday, 31.10.2025: 08:30–16:30 h
Dismantling	Friday, 31.10.2025: 17:00–22:00 h Saturday, 01.11.2025: 08:00–22:00 h



Sustainability



Ecological

doing

Economical

thinking

Social

engagement

The future begins today – for this reason we attach great importance to the topic of sustainability.

Our goal is to make DKOU as sustainable as possible, step by step. We have already implemented sustainable measures at previous congresses.

Details can be found here: dkou.org/en/service/#sustainability.

Support the congress and:

- utilise re-usable materials for your booth and catering
- try to plan your standconcept for a long lasting period
- avoid printed materials und waste
- use public transportation for your travels and book green label hotels

Exhibition from A-Z



Activities outside your own Booth

Activities outside the booths such as advertising or interviewing are not welcomed. Advertisement beyond the stand area is subject to authorisation and has to be ordered as extra advertising; costs from EUR 10.000 plus VAT per person/day will apply.



Carpet/Flooring

Please note that it is obligatory to lay own flooring (e.g. carpet) during DKOU.

Under all circumstances, the adhesive material used must be removed completely after the congress. Subsequent cost incurring through non-observance will be charged to the exhibitor.

You can order carpet or flooring directly at Expofair GmbH: [Order form Expofair](#)

PLEASE NOTE THAT IT IS OBLIGATORY TO LAY OWN FLOORING (E.G. CARPET) DURING DKOU.



Collection of Goods

The collection of your goods is possible during the official dismantling times. All goods have to be collected until Saturday, 01.11.2025, 22:00 h at the latest.

The exhibitor himself is responsible to repack and label all outbound packages. Messe Berlin as well as the organiser cannot take care of the packaging. Neither the venue, nor the freight forwarding company, nor the organiser assume liability for any loss or damage of goods.

Messe Berlin doesn't have any storage area. Please contact Schenker to store goods at the trade fair grounds during or after the congress: Schenker Deutschland AG, +49 30 3012995-420, fairs.berlin@dbschenker.com

ADVICE: Make appointments with your carrier for deliveries and collection of goods to avoid that your material remains unattended.

Exhibition from A-Z



Conditions

The General Terms and Conditions of Business for the Rental of Exhibition Space of Intercongress GmbH as well as the technical guidelines of the trade fair Berlin apply.



Did you know? We have kept the prices for exhibition space stable since 2013 and also with the move to the CityCube.



Delivery - NEW: through Gate 9

Please use gate 9, Messedamm 22 and follow the instructions of the traffic guide. If necessary, please order a fork lift in time from Schenker and/or bring along your own roll lifting cart or other means of transportation (wheels with rubber coating!).

ATTENTION: The city's low-emission zone covers the delivery area of the trade fair grounds of Messe Berlin. Therefore, a green sticker for vehicles is needed for deliveries.

Please note that Messe Berlin assumes no liability for deliveries. The exhibitor himself has to ensure that there is a person in charge at the booth to receive deliveries.



Exhibition Spaces

All exhibition spaces will be sized at the beginning of the set-up. If possible, all ordered power connections will be provided at this time, too. All ordered furniture will be distributed by Expofair on Monday, 27.10.2025.

At the end of the event, the exhibition space has to be handed over in the same condition it had been handed over to the exhibitor at the beginning of the exhibition.



External Service Personnel

External service personnel for catering at the booth will receive extra passes free of charge. Please send the according proof with a list of names **until 14 October 2025** to thomas.miltz@intercongress.de. The passes are issued on-site in Berlin at the exhibitors' service counter.

Exhibition from A-Z



Insurance

It is recommended to the exhibitors to organise insurances for the booth and the exhibits.



Liability

The organiser assumes no liability neither for damages of goods and booth material nor for consequential damages. For theft, neither Intercongress GmbH, nor the organiser, nor Messe Berlin assume liability.



Loading and Unloading

Please note that deliveries are restricted to the official set-up times, from Saturday, 25.10.2025 until Monday, 27.10.2025, s. page 7

Please use gate 9, Messedamm 22 and follow the instructions of the traffic guide. (see also page 10 „Delivery“).

All vehicles with a "Visifair" slot are permitted to enter the assigned loading zone only for loading and unloading during set-up and dismantling times! Please leave a mobile phone number behind the windshield during this time. After loading/unloading, vehicles have to be removed immediately to ensure a quick and smooth loading for all parties. If disregarded, Messe Berlin is legally responsible to tow away vehicles at the owner's expense.

Please order a fork lift in time from Schenker and if necessary bring along your own roll lifting cart or other means of transportation (wheels with rubber coating!), as there are none available at Messe Berlin. (see „Schenker“).



Permissions

The exhibitor himself is responsible for obtaining all necessary permissions concerning his work and his personnel and for ensuring all applicable regulations (also GEMA) – see „Permissions“ at Webshop Messe Berlin.

Exhibition from A-Z



Stand Cleaning

A general cleaning of the corridors is included in the rental fee. Individual stand cleaning or waste disposal can be ordered separately at the [Webshop Messe Berlin](#) („Stand services“).



Stand Security

Please notice that a general nocturnal supervision is only ensured by guards touring through the foyers/halls.

The exhibitor himself is responsible for an individual supervision and guarding of booth and exhibits if necessary. This also applies to stand construction and dismantling periods before and after the exhibition. It is therefore recommended not to leave valuable goods at the booth and to order a stand guard (see „Stand services“ at [Webshop Messe Berlin](#)).



Suspensions from Hall Ceiling

Suspensions need to be clarified and ordered through the partner of trade fair center Berlin: UEBERKOPF GmbH, +49 30 555 74 48-20, messe-berlin@ueberkopf.de

Further information can be found at the [Webshop Messe Berlin](#) („Stand construction and equipment“).

The upper edge of the suspension is equal to the max. construction height, [see page 2](#)
Please note: In level 1, suspensions are only possible in the middle areas, [see page 2](#)



Waste Disposal

All exhibitors are asked NOT to leave packaging materials at the venue. For the disposal of stand building materials or larger amounts of waste during exhibition time you can engage Messe Berlin. Left waste will be charged separately. Please avoid producing waste and therefore costs by taking your empty containers back with you. Please send in any case the form "Declaration of Waste Disposal" back to Messe Berlin, (see „Stand Services“ at [Webshop Messe Berlin](#)).

Further Details from A-Z



Accommodation/Hotel

A limited number of rooms have been reserved by Intercongress in several hotels close to Messe Berlin. Detailed information about all participating accommodation can be found online at dkou.org/en/travel-hotel/#accommodation

Important: In accordance with the new local legislation, the City Tax, which has been levied on private stays since 2014, will also be levied on business trips from 1 April 2024. This means that all overnight stays, regardless of the purpose of the trip, will be subject to City Tax. The city tax is calculated on the net price of the overnight stay, plus VAT, per night and room. This change is binding, the hoteliers are legally obliged to do so.

Note: We have made the arrangements with the hotels one year prior to the congress. Please compare the rates before making your reservation – better rates may be possible due to last minute- or internet-offers.



Please be aware that fraudulent websites and hotel reservation services attempt to exploit the DKOU brand. Ensure to only use this official website dkou.org/en for registration and hotel booking!



Approach to the Venue

The CityCube is directly connected to the Airport Berlin through a freeway and has its own S-Bahn station.

By car

- Guide system "Messegelände" via Berliner Ring (A10)
- Messedamm 26 (P14) / Jafféstraße 2 (P17, P18), 14055 Berlin
- A green sticker for vehicles is required in the city of Berlin (low-emission zone)

PARKING: Payable car parking is available on "P14, P17 and P18". You can pay the parking fee directly on the parking space (EUR 15,- per day).

Free truck parking is possible at car park „AVUS Nordkurve“. Payable truck parking on the premises of the trade fair centre can be ordered at [Webshop Messe Berlin](https://www.messeberlin.de/webshop).

By public transport

- U-Bahn: Kaiserdamm, Theodor-Heuss-Platz
- S-Bahn: Messe Nord/ICC, Messe Süd
- [S+U-Bahn map](#)

Further Details from A-Z



Congress Logo

The use of the congress logo is only allowed for the purpose of inviting doctors to the congress. Other use is forbidden and will be subject to a penalty. The graphics are available for press work and advertising measures: dkou.org/en/service/#pr-media



Congress Party

Please order tickets through our **portal**. Early bookings are recommended as the number of tickets available is limited.



Tax Refund

Companies which do not have their head office in Germany and thus are not liable to tax on sales have the possibility to claim back value added tax from the Bundeszentralamt für Steuern in Bonn. Please inform yourself as quickly as possible on the internet at: www.bzst.bund.de to retrieve paid taxes (ATTENTION: limited periods).



All above mentioned information is part of our contract and is accepted with your booking!

Meet the Team



Partner Advertising & Workshops

Kerstin Schwarz-Cloß

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kerstin.schwarz-closs@intercongress.de



Exhibition Service

Thomas Miltz

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