

Exhibition Technical Manual

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the WSAVA 2025 Exhibition.

The Exhibition will be held as part of the **50th World Small Animal Veterinary Association World Congress** to be held **in Rio de Janeiro, Brazil, on 25-27 September 2025.**

We are organizing, for the first time simultaneously, the WSAVA World Congress, Brazilian Anclivepa Congress (CBA) and FIAVAC Congress!

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

Please read all the information in this manual. 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, including your stand builder, as it contains useful information about the Meeting. Each exhibitor/supporter has received an e-mail with login details to access the Portal. The Portal enables Supporters and Exhibitors to:

- Submit Company logo and profile
- Order Lead retrieval (Badge scanners)
- Order exhibitor badges
- Submit booth drawing (for "Space Only" booths)
- Submit other deliverables as per contract

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 and logo.

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

IMPORTANT DEADLINES

Action Item	Deadline	Contact Person
Hotel reservation	as soon as possible ONLINE	Ms. Milena Nedyalkova mnedyalkova@kenes.com
Company logo and profile	Friday, 29 August Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com	
Designed Booth Approval & ART (Annotation of Technical Responsibility)	Friday, 22 August	Hanna Safier hsafier@kenes.com
Text for Fascia (Shell Scheme stands only)	Friday, 22 August	
K-Lead retrieval app	Monday, 22 September	
Badge Order	Monday, 1 September	Ms. Sandra Silva ssilva@kenes.com
Engineer approval from the booth plan	Friday, 22 August	Ms. Hanna Safier hsafier@kenes.com
Rigging plan	Friday, 22 August	Cabos cabos.riocentro@glbr.com.br
Fire extinguishers order	Friday, 29 August	Ms. Hanna Safier hsafier@kenes.com
Stand Construction & Fittings, Furniture/Electricity/Graphic/AV Equipment /Carpet/ Cleaning /Plants & Floral Arrangements/ Silent Conference System	Wednesday, 10 September Late and onsite orders are subject to availability and incur a 20% extra charge. Order ONLINE	Mr. Gleidson Machado gleidson.machado@base183.com.br
Wi-Fi	Friday, 29 August	Ms. Hanna Safier hsafier@kenes.com
Hostesses & Temporary Staff Hire	Friday, 29 August	GK Produções bitencourt.gisele@gmail.com
Stand Catering	Tuesday, 15 September Late and onsite orders are subject to availability and may incur an extra charge.	Riocentro F&B breno.dias@glbr.com.br ; aeb.riocentro@glbr.com.br

ACTIVITY	DATES	HOURS
SET-UP	Monday, 22 September- raw stands only	12:00-20:00
personal protective equipment (PPE) is mandatory	Tuesday, 23 September- all stands	08:00-22:00
	Wednesday, 24 September - all stands	08:00-20:00

ACTIVITY	DATES	HOURS
EXHIBIT HOURS	Thursday, 25 September	10:00-20:30 (until the end of the welcome reception)
	Friday, 26 September 2025	10:00-18:45
	Saturday, 27 September	10:00-17:00
DISMANTLING personal protective equipment (PPE) is mandatory	Saturday, 27 September	18:00-24:00
	Sunday, 28 September	00:00-07:00

- *The timetable is subject to changes in accordance with the scientific program.*
- Dismantling of the stands before the official hour is not permitted.
- All shell scheme booths are required to be on time for dismantling as per the confirmed schedule, so that they can pack their materials on time before the official builder is being able to dismantle their booth.
- All exhibitors should be in their booth 30 minutes before the official opening hour.

Please Note:

- Empty crates and packaging material must be removed after set-up and no later than **Wednesday, 24 September at 20:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning at all times.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- Any equipment, display aid or other material left behind after **Sunday, 28 September at 07:00** will be considered discarded and abandoned. Any charges incurred for waste removal will be sent to the exhibitor.
- Please note that participants will be walking through the Exhibit Hall to reach the **E-Poster** area which will be active during and after the official exhibition opening hours.

Rules and Regulations During Build-Up & Dismantling Period-Binding for all exhibitors and their subcontractors

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Partners and contractors are required to wear the necessary **personal protective equipment (PPE)** such as safety shoes, high visibility vest, helmet and hand protection required by the specific work activity.
- **PPE is a "MUST"** during set-up dates: **22-24 September** (also for Shell Scheme exhibitors!) and **during dismantling on 27-28 September.** Access to the exhibition hall will **NOT** be allowed without PPE.
- **PPE** is always compulsory when: design stand builders are working on the space; construction materials are on the aisles; machinery (forklifts, cherry pickers are on the space).

- **PPE** is NOT compulsory when: aisles are empty (no construction material); main set up doors are closed, and no more machinery will be on the space (only transplants allowed); during this time stand builder can be working inside the booth; this time is for exhibitors to start decorating their booths.

Welcome Reception at The Exhibition Area

You are kindly invited to the Opening Ceremony held in the plenary hall on **Thursday, 25 September**, at 17:55, followed by a **Welcome Reception** in the **Exhibition Hall**.

Enjoy a light buffet and drinks in a relaxed environment with your friends and colleagues.

Free to all registered delegates and exhibitors.

Exhibitors are asked to please man their booths during the Welcome Reception in the Exhibition Hall.**Exhibition Floor Plan**

The floor plan has been designed to maximize the exhibitor's exposure to the delegates. For most updated floor plan and list of exhibitors, please [click here](#)

Confirmed Sponsors & Exhibitors [HERE](#) All exhibitors are required to be registered and will receive a badge displaying the personal full name and the exhibiting company name.

Exhibitor badges will be given as per your contract.

Two exhibitor badges will be given for the first 9 sqm booked and one additional badge for each 9 sqm after.

Any additional exhibitor's badges will be charged an exhibitor registration fee of **200USD**.

Companies can purchase a maximum number of exhibitor registrations as follows:

- ✓ Stands of up to 60sqm – 15 exhibitor registrations
- ✓ Stands larger than 60sqm – 25 exhibitor registrations

The Exhibitors badges allow access to the exhibition area, refreshments, and Welcome Reception.

Additional Exhibitor badges can be ordered via the KENES portal

Please make sure that your Company Profile has been submitted before placing an order for exhibitor badge.

Deadline: Monday, 1 September 2025

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Exhibitor badges will not be

mailed in advance and may be collected from the registration desk.

Access to the Exhibition Hall during Set-up and Dismantling

No need for service pass or special badge during setup and dismantling times.

Visa and Letter of Invitation

It is the responsibility of the participant to obtain a visa if required.

Some travelers might need a visa to enter Brazil. Visa procedures can take time, so make sure you initiate your application promptly to be fully prepared for WSAVA 2025. [Find out more](#)

An official personalized letter of invitation will be provided to registered participants as part of the registration process. You will be able to generate an invitation letter at the end of the registration process, and you will also receive a confirmation email with a link to the invitation letter.

This invitation is prepared solely for the purpose of visa applications and is not a commitment on the part of the organizers to provide any financial support or confirmation of inclusion in the scientific program.

Venue

Riocentro

Avenida Salvador Allende, 6555 – Barra da Tijuca, Rio de Janeiro, Brasil <https://riocentro.com.br/>

Riocentro is located in the **Barra da Tijuca** neighborhood, in the west zone of Rio de Janeiro. This neighborhood is considered the largest business hub outside the city of Rio, with a **surprising view and unparalleled structure**.

In addition to the **hotel within the complex**, ample parking for buses and cars, **Riocentro** also offers convenience for those who wish to access it via public transport. Located in front of **Parque dos Atletas** and very close to **Parque Olímpico**, in an area widely served by public transport options, Riocentro is just a few meters from two **BRT** stations, one of which, named Estação Riocentro, is right in front of its main gate.

Exhibition Hall

The Exhibition is being held in **Pavilion 3** which is located on the **ground floor**.

For Technical Specifications of Pavilion 3, click [Here](#)

Photos of Pavilion 3 [Here](#)

Floor

Floor type: a smooth concrete. We recommend installation of carpet or floor covering in the booth.

Maximum floor load: 1,500kg/sqm

Power supplies and other utilities are supplied to the stand via the floor.

*Exhibitors are **required** to have floor cover or carpeted floor within the stand area.*

All floor coverings must be secured and maintained so that they do not cause any hazard.

Fixing the floor covering to the hall floor may only be carried out using approved tape.

Mechanical damage or soiling which cannot be removed during the normal cleaning and maintenance of the floor will be repaired at the expense of the person/company causing the damage.

Fire Extinguisher (compulsory)

Exhibitors must have fire extinguishers in the booth as follows:

- Booth up to 100m² – 1 extinguisher
- Booth larger than 100m² – 2 fire extinguishers

You may bring your own extinguisher. It can also be ordered via Kenes at the cost of 40 USD per unit for the duration of the event.

If you need to order fire extinguisher, please contact Hanna Safier at: hsafier@kenes.com

How to Get There

Find out how to get to Riocentro:

- The closest BTR stations are Olof Palme and Riocentro.
- Taxi or ride-hailing.

If you prefer, come with your own car for more comfort:

Riocentro has a large **Parking Lot**.

It is managed and operated by Indigo, a French multinational and world leader in the segment. For more info and tariff, please click [HERE](#)

Loading Bay

Gate G is used as the service entrance.

The address is **Olof Palme Ave. 645 - Gate G.**

Upon arrival at Riocentro, you will be directed to the **Pavilion 3 service area.**

Loading Doors

The service gate to the Pavilion 3 (WSAVA exhibition Hall) is 7.20m high and 6.30m wide.

Please make sure to pack your pallets so they do not exceed the dimensions of the doors.

Loading Bay Time Slot

Please note that **DSV** is the exclusive agent for move in and move out. To ensure that traffic movement is as smooth and trouble free as possible, exhibitors will be allocated a time at which to unload.

Important note: companies which are bringing their own goods should contact the official freight forwarder to coordinate their arrival and the use of the loading bay, the service entrance and the lifts. It is imperative that unloading times are strictly adhered to and that vehicles are removed as soon as unloading is complete.

Parking During Setup and Dismantling Times

Please note that any vehicle arriving at Riocentro during setup and dismantling times is required to pay for parking, even if it is only for unloading goods.

For parking rates, please click [HERE](#)

Direct Deliveries to Riocentro

Please be advised that neither the Organizers nor the **Riocentro** can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Deliveries may not be made prior to **Monday, 22 September**. Any deliveries prior to this date, or off the official working hours, will **NOT** be accepted. Please refer to the Shipping Instructions for the deliveries address.

As a courtesy to the delegates and your fellow exhibitors, deliveries, or the removal of any equipment to or from stands must be made 30 minutes before or after exhibition opening hours.

It is recommended that all contractors, drivers, and exhibitors bring their own trolleys to transport goods to and from their stand.

SEFAZ Mandatory Requirements

Please be advised that in accordance with SEFAZ Resolution No. 720/14, Part II, Annex XIII, Article 93, all exhibitors must obtain prior **authorization from SEFAZ** in order to participate in the congress.

It is the sole responsibility of each exhibitor to secure this authorization.

WSAVA will not be held responsible should an exhibitor fail to obtain the required documentation.

This authorization is a mandatory legal requirement for participating in the congress. You may either submit the request directly or choose to work with a certified broker who can assist you with the process.

We strongly recommend initiating this process as early as possible to prevent any delays or issues during the event.

Deadline to submit the SEFAZ request: **04 September 2025**

For more information and access to the online portal, please visit:

<https://fazenda.rj.gov.br/portal-fazenda/#/>

Please find below the CNPJ number and corporate name of the promoting company responsible for WSAVA:

PROMOTIONAL TRAVEL VIAGENS E TURISMO LTDA.

40.434.458/0001-73

Exhibitors requiring legal assistance from a local agency may contact Marcelo Ulricksen at:

ulricksen@legalizacoes.com.br

Marcelo is available to provide guidance and support throughout the process.

You may contact **Louise Tofano** for her assistance.

Assistente Administrativo

atendimento@legalizacoes.com.br

Tel: +55 21 98343-6199

Sustainability at WSAVA 2025

At WSAVA 2025, we are dedicated to incorporating sustainable practices and initiatives that extend beyond mere slogans and lead to tangible accomplishments.

Please visit the WSAVA 2025 website for further information [HERE](#)

For further information regarding sustainable initiatives in Rio de Janeiro, please visit:

carbonneutralcities.org/cities/rio-de-janeiro

Smoking Policy

Riocentro operates a **NO SMOKING** policy in the whole venue. Shell Scheme Package Pre-booked with Kenes Includes:

- Shell Scheme panels
- Company name on fascia board printed in standard lettering
- Vertical lighted side fascia with WSAVA logo and booth number on top
- Electricity - 1KW twin electrical outlet (consumption included)
- Lighting - 1 LED light per meter of back wall
- Furniture - 1 rectangular table and 2 chairs
- Blue carpet
- Small waste bin
- Panel sizes for branding: width 0.96m x height 2.10m

The Booth Package Does NOT Include:

- Daily in-booth stand cleaning
- Graphics

Stand cleaning, panel graphics, and other products or supporting services can be ordered via the Exhibitor Order Form found at the beginning and end of this manual.

For the BASE183 Catalogue and Order Form, please click [HERE](#).

For any assistance, please contact Mr. Gleidson Machado at gleidson.machado@base183.com.br

Please always state your company name and booth number when submitting requests.

Note: **Corner shell scheme booths** are provided with **two open sides**.

You can submit your name for the Facia on the Exhibitors' Portal: <https://exhibitorportal.kenes.com>

Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

If the text for your fascia is not received by this date, we will provide you with a fascia title as per your name in the profile on the portal.

If you wish to print your logo on the board, instead of your company name or in addition to the name, this can be ordered at additional cost via the official contractor.

Deadline: Friday, 22 August.

Furniture Package Specs:

Table X 1:



Meeting table

Dimensions: 74cm(H) x 120cm (L) x 60cm (W) Color: Chrome base and glass top

Quantity

1

Chair X 2:



Chair

Dimensions: 91 cm(H) x 46cm (L) x 45cm (W) Color: Chrome base and white seat

Quantity

1

Technical Information and Regulations for Shell Schemes Booths

- All basic shell scheme booth will be designed and built by **BASE183** – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Wednesday, 10 September**.
- No free-standing stand-fitting or display(s) may exceed a height of 220cm or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor, or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a booth at the corner can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not being notified in writing before **Wednesday, 10th September** – it will be assumed that the exhibitor will have opening on the additional side(s).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- Shell scheme booths will be provided with a blue carpet. If an exhibitor wishes to change the color of the carpet in the booth, additional cost may be incurred. Please contact **Mr. Gleidson Machado** gleidson.machado@base183.com.br
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.

- Exhibitors requiring additional equipment may contact the official stand contractor – as per published deadlines (see section “Deadlines & Key dates”).

Build Regulations:

- Maximum height from the ground: 5 m
- Separation Partitions maximum height: 4 m
- Maximum height for signage: 6 m
- Lighting trusses maximum height: 7.5 m
- Island Stands – Openness Requirement:
At least 50% of each open side of an island booth must remain unobstructed.
The goal is to promote optimal use of island stands (those with four open sides), ensuring clear visibility throughout the exhibition area. Stands should not block or overshadow neighboring booths and must remain easily accessible to visitor traffic from all sides. This rule does not apply to lower elements such as reception counters, screens, posters, or similar items. It specifically refers to solid walls or high structures that obstruct visibility and limit delegate access through the booth.
- **Exhibitors who have stands higher than the maximum permitted height will not be allowed to set-up their stands.**
- Shell scheme booth maximum build up height is **2.2 meters**.

Ceiling hanging is permitted.

- Rigging from the ceiling is permitted up to 6-meter measuring from the floor to the top of the suspended banner/element.
- For Lighting trusses, the maximum height is 7.5 m
- **LIVE** must approve any rigging project; the exhibitor must provide their project at least **1 month before** the first set-up day.
- Subject to compliance with the conditions of use of the steel structure.
- All rigging must be done by LIVE.
- Please send your rigging plan **no later than Friday, 22 August** to:
cabos.riocentro@glbr.com.br and CC: hsafier@kenes.com

To order the steel cables, please use the following link:

<https://form.jotform.com/250833679985678>

Booth Plans

Exhibitors using independent contractors are required to submit the following for the organizer approval:

1.A scaled drawing (scaled 1:200 DWG), including elevation views of the proposed Booth to be built and PDF file.

2.Utility connections: electrical, water and drainage - a list of all appliances

3.The name and contact details of their construction company.

4. An ART (Annotation of Technical Responsibility) - this is a mandatory Brazilian document that identifies the engineering professional responsible for the booth construction or technical services. It legally defines the responsible party and outlines project details.

Please submit the files through the Kenes Exhibitor's Portal: <https://exhibitorportal.kenes.com> Each exhibitor will be contacted with login details to access the Exhibitor's Portal.

Deadline: Friday, 22 August

Raised Floor/Platform:

If your booth has a platform/raised floor, you are required to provide a **ramp or sloped edging around the entire booth** to ensure access for people with disabilities.

The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible to avoid trip hazard.

Please follow the below rules and regulations:

1. All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining stands, or damaging the premises.
2. **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits.**
3. **Island Booths** should be partly accessible on all "open" sides. Requests to be partially exempted from this rule should be submitted in writing to the Exhibition Manager
4. Construction finish must be perfect in all the stand's visible areas, including rear sides.
5. Advertising on the boundary with other stands is prohibited.
6. **Multilevel** structures are **not permitted**.
7. Arches, bridges, or similar constructions connecting two or more Booths are not permitted.
8. Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
9. Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
10. Coffee bars or other F&B-stations have to be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.
11. Any part facing neighboring stands that is above 220cm in height needs to be designed with neutral surfaces (white or grey).

12. We recommend Exhibitors using independent booth contractors to include a site visit in the planning process to assure a smooth and well planned set up. Please contact Angela from Riocentro at angela.arenare@glbr.com.br to coordinate a visit.
13. During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
14. The Partners and contractors are required to wear the necessary **personal protective equipment (PPE)** such as safety shoes, high visibility vest, helmet and hand protection required by the specific work activity.
15. **PPE is a “MUST”** during set-up dates: **22-24 September** (also for Shell Scheme exhibitors!) and **during dismantling on 27-28 September**. Access to the exhibition hall will **NOT** be allowed without PPE.
16. **PPE** is always compulsory when: design stand builders are working on the space; construction materials are on the aisles; machinery (forklifts, cherry pickers are on the space).
17. **PPE** is NOT compulsory when: aisles are empty (no construction material); main set up doors are closed, and no more machinery will be on the space (only transplants allowed); during this time stand builder can be working inside the booth; this time is for exhibitors to start decorating their booths.

Electricity and Electrical Installations for all booths

The main power supply at Riocentro can be either 220V or 380V.

If your equipment is 110V, you would need a voltage converter.

Standard Brazilian plug types are Type N and sometimes Type C.

All electrical set up must be approved by the Riocentro.

Riocentro will not be responsible for connecting to the mains apparatus that do not correspond to the information provided. The exhibitors must name the person responsible for the stand's electric installation project.

It is essential that exhibitor order the power needed in the stand. Damage caused to the mains or to the specific point by these connections is the sole responsibility of the exhibitors/stand builders.

Electricity comes from the ducts on the floor.

Electricity should be ordered via **Base183**.

Please refer to the **order form** – [click here](#)**K-Lead Application** (no device is included).

Lead Retrieval Wireless Barcode Readers can be a helpful tool for receiving contact information about participants who attend your symposium. We are pleased to offer you the K-Lead Application.

Supporters 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' contact information with a quick scan of their badge.

Advantages of the K-Lead application:

- **Seamless Integration:** Download directly to your device; no extra hardware needed!
- **Effortless Scanning:** Quickly scan attendee badges to capture leads.
- **Customizable Notes:** Add personal comments to each lead for better follow-up.
- **"Quick Scan" Function:** Ability to quickly scan delegates as they enter the symposium hall.
- **Instant Access:** Get real-time lead information for immediate engagement.
- **Universal Compatibility:** Download from the **Apple Store** or **Google Play** using "Kenes K-Lead App."

Cost per unit: USD 700 (excluding 4% credit card charges fees, excluding VAT if applicable).
Device is NOT included!

Deadline: 2 weeks prior to the Congress.

UNLOCK THE POWER OF K-LEAD PLUS:

- **Automated Follow-up Emails:** Immediately after scanning, send personalized emails to every lead. Make every connection count without lifting a finger!
- **Tailored Email Customization:** Craft the perfect message with customizable subject lines, email content, and signatures. Attach PDFs to add a polished, personal touch that stands out.
- **Timely Engagement:** Say goodbye to the hassle of manual follow-ups. K-Lead Plus handles it by sending tailored emails right after each scan, keeping your brand top of mind.
- **Trackable Insights:** Monitor how your emails perform with engagement metrics. Learn what works and refine your strategies for maximum impact, ensuring you're always improving.
- **Compatibility:** K-Lead Plus requires at least one K-Lead license purchased.

Cost for K-Lead Plus: USD 750

Key Notes for K-Lead and K-Lead Plus:

- **Device Not Included:** The application must be installed on your personal or company device (tablet/smartphone).
- **Reliable Data:** Participant badge barcodes carry contact details as provided by registrants or their agencies. Note: Group registration may contain generalized information.
- **Content Responsibility:** Information content is managed by the registrant or their agency, not Kenes Group or the Organizing Committee.
- **Easy Reservation:** Secure your Wireless Barcode Reader by returning the completed credit card form.

- **GDPR Compliance:** We've updated our [privacy policy](#) in compliance with GDPR. Your personal data won't be shared without consent. Presenting your badge for scanning implies consent to share your details.
- By purchasing the K-Lead and the K-Lead Plus, Exhibitors and Sponsors agree to [Data Processing Agreement](#).

Booth Cleaning

The organizers will arrange for general cleaning of the exhibition premises prior to the opening of the exhibition and daily prior to opening thereafter (excluding exhibit booths and displays). For ordering daily stand cleaning, please refer to the **Exhibitor Order Form** - [HERE](#)

Any company cannot clean the venue facilities surfaces to avoid damage on them.

Carpet and Technical Services

The floor in the exhibit hall is granite. We recommend installation of carpet or floor covering in the booth. We provide carpet only for the shell scheme booths.

For **Carpet Order refer to the catalog and order form** [HERE](#)

Internet & Wi-Fi

Complimentary Wi-Fi will be provided during official Congress days at most areas.

This public Wi-Fi connection is limited for basic web browsing or checking emails.

Should you have any internet-based feature/device/activity at your stand (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your stand (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

For internet order please contact the provider directly for a quote:

Sebastião Viana

Diretoria de Operações

M: +55 21 96672-2396

P: +55 21 2441-9433

E: sebastiao.viana@globalhitss.com.br

Please be advised the Private Wi-Fi networks installations in the stand is not allowed.

The Venue and the organizers reserve the rights to discontinue any activity which interfere with the hall Wi-Fi coverage.

The Venue and the organizers must be informed in advance if the stand has a platform.

Booth Catering

Please note that you may bring your own food & beverage **samples** and branded bottles of water to serve at your stand. Bringing your own **Barista** is also permitted.

Additional catering services are **Exclusive** to Riocentro F&B. They provides a diverse range of catering services to meet your specific requirements.

For any question, please contact the Riocentro.

Email: breno.dias@glbr.com.br; aeb.riocentro@glbr.com.br

Orders Deadline: **Tuesday, 15 September**

Late and onsite orders are subject to availability and may incur an extra charge.

Hostesses and Temporary Staff Hire

If you would like to hire hostesses, please contact **GK Produções**:

1. Gisele Bitencourt

Phone: +552199899-4301

Email: bitencourt.gisele@gmail.com

2. Thatiana Lima

Phone: +555199721-6321

Email: thatianafinanceirogk@gmail.com

In-Booth Presentations

If you are planning to hold presentations or product demonstrations at your booth, please ensure they do not disrupt neighboring stands.

To maintain a professional and quiet environment on the show floor, all presentations must use a silent conference system (headphones). This allows exhibitors to engage their audience without disturbing others.

Use of loudspeakers is not permitted.

To rent a microphone and headphones, please contact the exclusive provider, Base183, or place your order using the form provided [HERE](#).

To prevent frequency interference, it is mandatory to rent your system through this exclusive supplier.

We appreciate your cooperation in creating a productive and enjoyable event for all participants.

Security

Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area.

Neither the **Riocentro** nor the organizers can accept responsibility for the security of the stands and their contents. The **venue** as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their stand and equipment.

Individual stand security may be ordered directly with the Riocentro.

If you wish to hire security for your stand, please contact **UNIPAZ**.

Contact person: Marcelo Ulricksen

Email: ulricksen@legalizacoes.com.br

Waste Removal

- It is the exhibitor's responsibility to dispose all materials after dismantling.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your stand.
- Please note we will have a security guard at night from the moment the exhibition is closed until the following day when we open.

Storage

Storage of empties (empty boxes, crates, cases, palettes etc.) should be coordinated with DSV team (payable service).

Under no circumstances may packed materials of any kind be left in the aisles, on the stands, around or behind the stands.

Please contact DSV with information on sizes and number of parcels, size, and storage period.

Shipments sent directly to the venue prior to the set-up period will be refused by the venue.

Once the event & dismantling are over, the venue shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the venue takes care of the removal of these items, it will be charged to the exhibitor.

Accommodation

Kenes is offering exhibitors specially reduced rates for various hotels around the congress venue.

Information, pictures, location, and rates are available on the hotel accommodation page:

<https://hotels.kenes.com/congress/WSAVA25> or email us to: booking@kenes.com

You may also book a room online via the above link.

For **group booking** (10 rooms and more) please contact **Ms. Milena Nedyalkova** at:

mnedyalkova@kenes.com

Different payment and cancellation conditions apply.

Animals

The use of live animals or cadavers for clinical demonstration at WSAVA is NOT permitted. Please review the [WSAVA Guidelines](#) and regulations.

If you wish to bring a live animal, please contact us regarding the required documents.

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Exhibitors and contractors are required to wear the necessary **personal protective equipment**(PPE) such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly forbidden.

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers.

Children

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars...) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by Riocentro in removing this property will be charged to the exhibitor.

Fire Regulations

- Booth material and fittings must be non-flammable or impregnated with fire-retardant chemicals. (at least DIN4102 B1 or EN13501-1 A2/B/C -s3 d2)
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage paint liquids, gas or other inflammable substances in the booth space is forbidden.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers or the Riocentro.

Fire Extinguisher (compulsory)

Exhibitors must have fire extinguishers in the booth as follows:

- Booth up to 100m² – 1 extinguisher
- Booth larger than 100m² – 2 fire extinguishers

You may bring your own extinguisher. It can also be ordered from Kenes at the cost of 40 USD per unit for the duration of the event.

If you need to order fire extinguisher, please contact Hanna Safier at: hsafier@kenes.com

Smoke

It is not permitted the operation of any machine in the exhibition that emanate fumes, gases or steam, or any item or device that generates or contains flame.

Heavy Weight Element / Large Machinery

In case the exhibitor/stand builder brings large machinery, any kind of heavy weight element or structure inside the exhibition area it is mandatory that the Riocentro will be provided with a detailed project describing the unload procedure inside the exhibition area:

- Exhibition access used
- Transportation used to bring the element inside the Riocentro and weight
- Plan for weight distribution (number of platforms, dimensions, and weight resistance)
- Forklifts, cranes, or any other machinery used for the unloading / uploading of the element.
How the element is going to be unloaded and how is going to be brought inside the exhibition area.

Once the Riocentro has the complete information, the unloading of the element will be approved or rejected.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the Riocentro are not allowed.

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organizers nor the Riocentro, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.
- Please see below the recommended Brazilian insurance agencies:

- **HM Consultoria**

Mr Helio Miranda

Heliomiranda13@gmail.com

55 21 98880-8143

- **EventSEG Corretora de Seguros**

Mr Lucas Alencar

lucas.alencar@eventseg.com.br

55 21 98122-9611

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the Riocentro or any part thereof in any manner whatsoever.

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company. Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the Riocentro cannot accept liability for loss of or damage to private property or goods.
- Neither the Riocentro nor the organizers can accept responsibility for the security of the booths and their contents. The Riocentro as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed. This can be done via the Riocentro service order form.

Personal Transportation Vehicles

Bikes, skates, electric scooter and any personal transport by wheels are not permitted inside the building.

Promotional Activities

1. All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
2. Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
3. Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
4. Distribution of balloons filled with a gas that is lighter than air is forbidden.
5. The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Smoking Policy

Riocentro operates a **NO SMOKING** policy in the whole venue.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the booths. No permission will be given for projection in the aisles or on the walls of the hall.

Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- In case that exhibitors wish to leave any kind of waste material during set-up/dismantling, they should order a waste container in advance.
- Any discarded waste, including promotional material, left behind will be removed by Riocentro and/or the organizers at the expense of the exhibitor concerned.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

Delivery & Logistic Services

DSV Fairs & Events Spain has been appointed as the official freight and onsite handling contractor for the 50th WSAVA Congress 2025, taking place in Rio de Janeiro, Brazil.

The following guidelines are provided to support you in the transport and handling of your exhibits and stand materials for the event.

Please note: Failure to adhere to these instructions and deadlines may result in delays, additional charges, or complications with customs clearance and onsite logistics.

DSV Contact Details

Olimpia Rodrigalvarez – olimpia.rodrigalvarez@dsv.com

Office: +34 954325842

Mobile +34 628930293

Lorena Perdomo – lorena.perdomo@dsv.com

Office: +34 930260837

Mobile +34 627582484

For **shipping instructions** please click [HERE](#)

CIPL for Shipment of **Permanent** Goods [HERE](#)

CIPL for **Temporary** Shipments [HERE](#)

Quotation Form [HERE](#)

Delivery to the Exhibition Stand

The delivery and removal of materials and goods for the exhibition stands is allowed only by the official freight forwarder and their local agent.

Important note: companies which are bringing their own goods should contact the official freight forwarder to coordinate their arrival and the use of the loading bay, the service entrance and the lifts.

Direct Deliveries to Riocentro

Please be advised that neither the Organizers nor the **Riocentro** can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be

available when deliveries are made.

Deliveries may not be made prior to **Monday, 22 September**. Any deliveries prior to this date, or off the official working hours, will not be accepted. Please refer to the Shipping Instructions for the deliveries address.

As a courtesy to the delegates and your fellow exhibitors, deliveries, or the removal of any equipment to or from stands must be made 30 minutes before or after exhibition opening hours.

Storage

- The Riocentro has no storage facilities for empty containers and other materials required for the exhibition.
- Excess stock, literature or packing cases may not be stored on, around or behind Booths, unless contained within a lockable storeroom, doors to which must have a vision panel.
- The venue does not have any storage facility for materials left on-site outside of tenancy times.
- Any materials/items left at the end of the tenancy will be thrown away and a charge made to the individual Exhibitor/contractor concerned.
- Storage of empties: Empties should be stored directly with **DSV**.

Kenes Group Contacts:

Meeting Organizer

Kenes Group

Rue François-Versonnex 7

1207 Geneva, Switzerland

Tel: +41 22 908 0488

Exhibition Manager

Ms. Hanna Safier

Kenes Group

M: +972 54 678 7820

Email: hsafier@kenes.com

Sponsorship and Exhibition Sales

Ms. Nikol Karabelova

Tel: +359 89 576 0577

Email: nkarabelova@kenes.com

Registration

Ms. Sandra Silva

Tel: +34 673267489

Email: ssilva@kenes.com

Hotel Accommodation

Ms. Milena Nedyalkova

Email: mnedyalkova@kenes.com

Book [ONLINE](#)

Official Contractors:

Furniture/Electricity/Graphic/AV Equipment /Carpet/ Cleaning /Plants & Floral Arrangements/ Silent Conference System

Base183 – Mr. Gleidson Machado

Tel: 55 21 96423-2523

Email: gleidson.machado@base183.com.br

For **BASE183** Catalogue and Order Form Click [HERE](#)

Website: <https://www.base183.com.br/>

Chat on WhatsApp with +55 21 96423-2523

Hostesses and Temporary Staff Hire

GK Produções:

1. Gisele Bitencourt
Phone: +552199899-4301
Email: bitencourt.gisele@gmail.com
2. Thatiana Lima
Phone: +555199721-6321
Email: thatianafinanceirogk@gmail.com

Stand Catering

Riocentro F&B

Email: breno.dias@glbr.com.br; aeb.riocentro@glbr.com.br

Internet & Wi-Fi

Global Hits

Sebastião Viana – Diretoria de Operações

M: +55 21 96672-2396

P: +55 21 2441-9433

sebastiao.viana@globalhitss.com.br

Please copy:

Priscilla Pinto – priscilla.pinto@globalhitss.com.br

Andreia Martins – andreia.martins@globalhitss.com.br

Freight Handling & Onsite Logistic

DSV Fairs & Events Spain

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