



FAQs

Answers to the most asked questions

1. When and where is MRO Europe taking place?

MRO Europe is taking place on September 22-24, 2009 at:
 MRO EUROPE 2009 HAMBURG, GERMANY
 Exhibition Hall A1
 Hamburg Messe und Congress (HMC) GmbH
 Messeplatz 1
 20357 Hamburg, Germany
www.hamburg-messe.de
 Information: +49 40 3569 2125

2. How do I register?

You may register online at: <http://www.aviationweek.com/events/current/meu/register.htm>. Click on MRO Europe and click on "Register Now." **Note:** All fee based registrations must be paid with a credit card online. If you are unable to pay with a credit card online you may request a registration form from our registration manager Virginia Gongora, virginia_gongora@aviationweek.com which includes additional payment options and instructions.

3. What is included with my registration?

Conference Badge	Fee-based	Attends sessions + admittance to exhibition hall + lunch in exhibition hall.
Exhibitor Badge (for booth personnel only)	Complimentary or fee-based	Responsible for the display area + lunch in exhibition hall. Fee based on booth size. First 3 are complimentary for each 9sqm contracted; each additional exhibitor badge at US\$75. Visit website for details. http://www.aviationweek.com/events/current/meu/resource.htm
Exhibit Hall Only Badge (for tradeshow visitors only)	Complimentary (before Sept. 1) and fee-based	Attends the Exhibition Portion ONLY during official show hours.
Press Badge	Complimentary	Attends sessions + admittance to exhibition hall+ lunch in exhibition hall. Must be with an approved publication and show credentials at badge pick up. Sales and business development do not qualify.
Airline Personnel Badge	Complimentary	Attends sessions + admittance to exhibition hall + lunch in exhibition hall. Must meet position criteria. Visit website for details. http://www.aviationweek.com/events/current/meu/register.htm

4. As an Exhibitor how can I invite guests to my booth?

Exhibitors will be able to invite their best customers to attend the MRO Europe 2009 Exhibits for free. Exhibitors are allotted unlimited guest passes per 9 square meters exhibit space.

These passes are for your customers, and we suggest that if you intend to use these for your employees that they are advised that they **do not have the same benefits** as an exhibitor badge. All badges can be registered for online. Please contact Virginia Gongora at +1.212.904.4682, or via e-mail at virginia_gongora@aviationweek.com for more information on Exhibits Only badges.

5. How and when will I receive my registration confirmation?

Confirmations are provided via e-mail within 72 hours of receipt of your paid registration. If you do not receive confirmation within 72 hours, Please contact Virginia Gongora at +1.212.904.4682, or via e-mail at virginia_gongora@aviationweek.com.

6. When will I receive my badge/ tickets?

Please be advised we **do not mail badges**. Badges and event materials can be collected on site in the registration area located in the foyer of Hall A1

7. What are the Official Event Hours for the Public?

•Tuesday, September 22, 2009

1. Registration Opens at 9:00 am
2. Conference Officially Starts
3. MRO Europe Awards presented at General Session

•Wednesday, September 23, 2009

1. Registration Opens at 7:30 am
2. Exhibition Hall Opens to All 10:30am – 5:30 pm
3. Reception in the Exhibition Hall at 4:30 pm

•Thursday, September 24, 2009

1. Registration Opens at 7:30 am
2. Conference Continues
3. Exhibition Hall Open (9:30 am- 3 pm)

On-Site Registration Hours for the Public:

Registration will be located in the foyer of Hall A1 and will be open during the following dates and times:

Tuesday: 9:00 am- 5:00 pm

Wednesday: 7:00 am – 5:30 pm

Thursday: 8:00 am – 3:00 pm

8. What are the Official Event Hours for Exhibitors?

Erecting and Dismantling of Booths

Erecting and/or dismantling of all booths will be carried out at the specified times.

Set-up:

36sqm booths and larger (only): Monday at 12 noon until 9:00 pm

All booths: Tuesday from 8:00 am until 9:00 pm

All booths: Wednesday from 8:00 am until 9:30 am

Tear-down:

All booths: Thursday from 3:00 p.m. until 8:00 a.m.

All booths: Friday from 8:00 a.m. until 12 noon

9. Must everyone register?

Yes. No one will be allowed to access the exhibition hall and or conference sessions without registering and collecting an event badge.

Note: Exhibitor contractors will receive "Work passes" – in the form of wrist bracelets to be used during set-up and tear down. **This pass is only available from Show Management.** Passes may be picked up at the Registration Desk located in the foyer are of Hall A1.

10. Where can I find Hotel Accommodation Information?

For Hotel Accommodation Information please visit our website:
<http://www.aviationweek.com/events/current/meu/travel.htm>

11. Will local transportation be available?

Yes.
Taxis: Taxi's may be found in front of the Central Entrance
Underground: Subway stations U1, U2, U3 are within walking distance. A bus station is located in front of the Central Entrante. Please go to the following link for further information
http://www.hamburg-messe.de/hmc/content/co/en/arrival_public.php

12. Am I allowed to bring children to the event?

Due to the business nature of this event, children under 16 are not permitted into the Exhibition Hall or the Conference during installation, official show days and teardown. Children ages 16 and older will be admitted to the Exhibition Hall during official hours, provided that they are registered, pay appropriate fees and with the understanding that they are the sole responsibility of an accompanying adult.

13. Where do I go when I arrive onsite?

When you arrive at the Hamburg Messe und Congress (HMC) GmbH, please proceed to the MRO Europe 2009 Registration Counters located in the foyer of Hall A1 to pick up your badge and event materials. All attendees **MUST** present photo identification when picking up their badge. If you have pre-registered online, you may collect your badge at the self-serve kiosk by scanning the barcode from your electronic registration confirmation.

14. What is included in my exhibit space rental?

The following booth equipment, services and facilities are included in the booth rental fee for event Exhibitors:

Shell Scheme package (minimum 9 square meters)

- Carpeted floor (blue)
- 3 no. 50-watt low voltage spotlights
- 1 no. 13 amp/240 volt 500-watt socket (per 9sqm)
- Chrome aluminum modular structure (2.5 meters high)
- Fascia board with company name and stand number
- Three (3) complimentary booth personnel
- One (1) complimentary registration per contract/company
- Discounted conference fees
- Complimentary listing in the Program Book

Raw Space package (minimum 18 square meters)

- Space only
- 1 no. 13 amp/240 volt 500-watt socket (per 9sqm)
- Carpeted floor (blue)
- Six (6) complimentary booth personnel
- One (1) complimentary registration per contract/company
- Discounted conference fees
- Complimentary listing in the Program Book

Basic Services: overall building lighting, security, cleaning of public exhibition area, on-site management and basic services, public liability insurance, exhibition manuals and shipping instructions.

15. Are there any display rules I need to be aware of?

Yes. These display rules are outlined in detail in this online Exhibitor Manual and must be adhered to on-site, or your display may have to go through costly alterations before the Show opens. The display rules are not meant to limit your ability to showcase your product, but rather to ensure each exhibitor an equal opportunity, within reason, to present their product or service in the most effective manner to the audience. The exhibitor's responsibility can be summed up quite simply as "Be a Good Neighbor."

Note: All demonstration equipment including operator's position must be located at least two feet removed from the aisle line of the exhibit area. Exhibitor warrants and agrees that the Exhibitor is solely responsible for assuming that its exhibit, demonstration(s) and all related materials are accessible to persons with disabilities and complies with all applicable provisions of the Americans with Disabilities Act. Your agreement to abide by these display rules is a part of the space contract, and they will be strictly enforced by our Floor Managers.

16. What do I need to know about Hanging Signs? (For island booths only)

Hanging signs and graphics are permitted in all Standard Island Booths. Show Management will allow a maximum height of 20ft/6.1m including signage. Sketches and stand design must be approved by Exhibitor Services, Show Management (ljanow@aviationweek.com) and Saxon Design (ben@saxondesign.co.uk). Whether suspended from above or supported from below, the booth should comply with all ordinary use-of-space requirements (for example, the highest point of any sign should not exceed the maximum allowable height for the booth type.) Forms may be found at AVIATION WEEK'S MRO Europe Resource Center at www.aviationweek.com/events. [See: RIGGING for more information]

17. Do I need to use union personnel to install my exhibit fixtures at the Hamburg Messe und Congress (HMC) GmbH?

In most cases no. Our Official Contract (Saxon) can provide labor if necessary. For questions on your specific labor needs please call Saxon at +44.121.328.9996/ Ben Bradberry, ben@saxondesign.co.uk.

18. How should I ship my exhibit materials-in advance to the warehouse, or direct to the convention center?

HMC will not and cannot accept or store shipments in advance of this Event. Any shipment that arrives at HMC will be refused. TWI is the official customs broker for this event. Information on shipping and forms may be found at AVIATION WEEK'S MRO Europe Resource Center at www.aviationweek.com/events

Official Customs Broker: TWI will be the event's official custom broker. Contact: LeAnn O'Malley at lomalley@twiglobal.com or +44 7853 975614. Although the advance receiving rates are more than the direct shipping rates due to the additional handling, shipping your materials in advance is a good investment for the following reasons:

You can verify receipt of your materials in Hamburg well in advance of the exhibition, without worrying about lost or misdirected shipments.

You won't have to deal with stand-by charges from your motor freight carrier while your direct shipment waits in line to be unloaded at the Hamburg Messe und Congress (HMC).

You can be assured that your materials will be in your booth space when you, or your set-up crew, arrive to begin the installation process.

If you choose to ship direct, be sure to forward a copy of you material handling order form/bill-of-lading to the drayage contractor to aid in tracing your shipment. Shipping addresses and timelines will be included in your Exhibitor Manual.

19. Can I carry my exhibit materials into the convention center to my booth?

Yes. An exhibitor may "hand carry" materials through the door, provided they do not use material handling equipment to assist them. When exhibitors choose to "hand carry" material, they may not be permitted access to the loading dock / freight door areas. If your materials are large enough to require a hand truck or "dolly", you must follow the shipping instructions previously outlined for private vehicles.

20. Can I deliver my exhibit materials to Hamburg Messe und Congress (HMC) myself?

Yes, but you must follow the target plan and delivery instructions for truck shipments or private vehicles. Exhibitors may deliver materials in their automobiles, SUVs and mini-vans. All vehicles delivering exhibition freight and materials must first check-in at the truck marshalling yard on their assigned day. Be sure you have a material handling order form indicating exhibitor name, booth number, number of pieces, weight, and type of merchandise. You will be directed to the appropriate dock for unloading. Saxon Decorators has jurisdiction for the loading and unloading of all deliveries. Please remember that there will be hundreds of truck shipments and private vehicles making deliveries during the installation period. Get to the convention center early to allow yourself plenty of time for unloading and delivery to you booth.

21. Is there security provided for MY booth?

From the first day of move-in through the last day of move-out, there is 24-hour perimeter badge-checkers for the exhibit floor. This level of security is intended to control the access of people and material to and from the exhibit halls in a safe and organized manner. It is not intended as individual security for your booth and materials. Please remember that the Hamburg Messe und Congress (HMC). is a public building to which hundreds of individuals have access - let alone the number of individuals involved in the shipping of your materials to and from the exhibition, setting up and tearing down displays. Therefore, it is critical that exhibitors work closely with Exhibition Management in making every effort to safeguard their investment in the exhibition. Be security conscious at all times during your stay in Hamburg. Do not leave items of value in your booth overnight during the installation period or exhibition days without taking security precautions. Exhibitors can order overnight booth security from the security vendor. Remember that the security of your product is your responsibility - don't take chances!

22. Should I insure my exhibit materials?

The Exhibitor is solely responsible for the safeguarding of materials, equipment and displays at all times. HMC and Show Management provide general security when the Hall is closed. Show Management, HMC, TWI and Saxon Design are not responsible for any loss, theft, damage, injury or destruction or anyone's property or the property of its agents or employees, by or from any cause whatsoever. Each exhibitor should provide ample and adequate insurance for their booth.

23. If I have a problem during installation, the exhibition or dismantle, who do I see?

The first person you should seek out is the Show Management. We are there to assist you by answering questions about display rules, help with labor questions, and in general are a good source of information. Another option is to visit with the customer service staff at the Saxon Decorators Service Center. The staff there has many years of hands-on experience and has lots to offer in the way of assistance. Of course, the Show's exhibition staff will be ready and willing to assist you in any way possible. The Exhibits Office will be in operation from installation through dismantle.

24. When can I begin dismantling my booth? When must I be completed?

The exhibit hall will be open for exhibit dismantling from:

Thursday, September 24 3:00 pm – 10:00 pm

Friday, September 25 8:00 am – 12:00 am

Note: Exhibitors are cautioned when making return travel arrangements to allow sufficient time following the closing of the show at 3:00 pm. All booths must be dismantled and packed by Noon, Friday, September 25. No exhibitor shall have the right prior to 4:00 pm on Thursday, September 24 to pack or remove any articles or exhibit.

All outbound carriers must check in no later than 10:00 am Friday, September 25, 2009. Freight not called for by Noon on Friday, September 25 will be rerouted via TWI

Note: Security personnel will ask every person removing material from the exhibit hall to show the "Work passes" – in the form of wrist bracelets. **This pass is only available from Show Management.** Passes may be picked up at the Registration Desk located in the foyer area of Hall A1.

25. Can I carry food/beverages into the convention center to my booth?

Please note that no F&B is allowed inside the HMC from any outside vendor. If you would like any catering at your booth, please contact Mrs. Ilka Grosse-Nobis (+49.40.3569.3217 or ilka.grosse-nobis@stockheim.de) of Stockheim Catering Hamburg. Food and/or beverages purchased outside of the HMC may not be brought into or consumed or distributed from a booth within the building. Forms may be found at AVIATION WEEK'S MRO Europe Resource Center at www.aviationweek.com/events.

In Conclusion

We hope you have found this information helpful in preparing to attend MRO Europe 2009 Conference & Exhibition. If there are important areas we did not cover, or specific questions you would like to see addressed in greater detail, let us know. Your input is vital in helping us to produce an event that is efficient, productive, and profitable. We also encourage you to take the time to read through the online Exhibitor Manual. Placing orders in advance can save you time and money.

Thank you for your participation and support.

MRO Europe 2009 - Exhibition Management

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