

EXHIBITOR'S GUIDE

This guide will explain everything you need to allow you to participate fully; it includes relevant information of your interest.

Please read this manual carefully.

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1. VENUE, DATES AND SCHEDULE

Venue: BILBAO EXHIBITION CENTRE – BEC
Luxua pavillion
Ronda de Azkue, 1
48902 Barakaldo
+34 94 404 00 32/ 01 24
egurtek@bec.eu
www.egurtek.com

How to get to BEC: The [Luxua Pavilion](#) is located at the North entrance of BEC, coordinates 43.290472-2.989612. If you are travelling in a private vehicle, we recommend you to park in the blue zone of the underground car park. For more information click [HERE](#).

Dates and Schedule: 16-17 October 2024, from 10:00 to 18:00.

During these hours, the stands will be manned and the material on display will be uncovered.

Optionally, exhibitors may enter 1 hour earlier and leave 1 hour later than the official opening hours.

2. EXHIBITOR OFFICE

From Tuesday 15 October to Friday 18 October, exhibitors will be attended at the EXHIBITOR SERVICE OFFICE.:

Tuesday 15th: From 09:00 to 14:00 and from 14:30 to 17:30

Wednesday 16th: From 0:00 to 18:00

Thursday 17th: From 09:00 to 18:00

Friday 18th: 09:00 to 14:00

The Office is located in the central corridor of the exhibition centre, in the Blue Zone, next to the entrance to Hall 1 (See map).

3. EXHIBITOR PASSES

Exhibitor passes are valid for set-up, exhibition and dismantling days. They are personal and non-transferable. **Exhibitor accreditation must be shown to access to the assembly.**

If you have not yet applied for them, you can do so through the Exhibitor's Private Area: ACCREDITATIONS. Click [HERE](#).

4. ASSEMBLY -RECEIPT OF GOODS - DISASSEMBLY

Before beginning to set up the stand, you must have the amounts stated in art. 7 of the Conditions of Participation.

The **assembly of the stands** will be on 15th October, from 8:00 to 20:00.

The Event Management may dispose of spaces that have not been occupied and decorated by the exhibitor within this period. Notwithstanding this, the exhibitor shall still be obliged to comply with art. 7 and to pay the rental fee for the space plus the compulsory goods and liability insurances, as well as the amount of the services already provided.

Vehicle Access to the car park is allowed from the 14th to the 18th of October.

The access of small goods (eg small boxes, roll up, etc) to the Luxua pavillion, will be done in the elevator located in the Parking ([blue zone](#)). Once the goods for the stand have been unloaded, they must park the car in a parking zone.

Please note:

- For heavier/volume goods (which do not fit in a conventional lift), the goods lift located at the end of the Goods Access, which is accessed via the South Entrance to the BEC, must be used. Once the goods have been unloaded, the vehicle must be parked in a parking zone (blue zone).

Rules for Access and Permanence of vehicles in the "goods" area for Assembly / Celebration / Disassembly Periods

Maximum times for loading and unloading:

- Passenger cars and minivans: 1 hour.
- Vehicles with a maximum authorised load of 3,500 kg or less: 2 hours.
- Vehicles with a maximum authorised load of more than 3,500 kg: 3 hours.

Once this time has elapsed, you must remove your vehicles and take them to the exhibition centre's underground car park. **Stays that exceed these times will be penalised with a fee of €30.00/hour.**

Remember:

- Keep the ticket you received upon entering the site in a visible place for the duration of the stay.
- Do not park in front of goods entrance gates, emergency exits or fire-fighting installations.
- The height of the access to the underground car park is 2.20metres. BEC has an outdoor car park for higher vehicles.

Cleaning Prior to the Opening

On Tuesday 15Th at 20:00, exhibitors must remove from their stand all packaging or elements they wish to dispose of, leaving them in the aisle so that the organisers can clean the Pavilion before opening the event.

Distribution and Delivery of GOODS

Each exhibitor is responsible for taking delivery of goods directly to their stand the 15th October. The exhibitor must be **present or have a representative** to receive the packages.

If the addressee is absent, the organisation will not take delivery of the goods, nor shall it accept liability in the event of loss or theft.

If you need to do so, please send your goods to:

BILBAO EXHIBITION CENTRE
C/ El Retiro s/n - 48903 Barakaldo. (BIZKAIA)
Egurtek- Luxua pavillion
Company name / Stand number
Exhibitor's mobile phone number

Restocking of MATERIAL

Exhibitors will have daily access to their stands for restocking at 09:00 a.m. (1 hour before it opens to the public) and will be able to remain on the site until 19:00. (1 hour after closing time).

DISASSEMBLY

Exhibitors who have paid in full and have been given the stamped start sheet may begin dismantling.

Stand dismantling will begin on the 17th once the exhibition centre is closed to visitors, until 21:00h. 18th October from 08:00 to 20:00 hours

If the exhibitor is found to have caused deterioration or damage, an estimate will be requested for repairs at the initiative and under the control of the BEC Technical Services Department, which will carry out the appropriate work at the exhibitor's expense.

5. PAYMENT

We would like to remind you that all outstanding payments must be paid before you leave the exhibition site. The Cashier and Exhibitor Service Office is located in the central corridor of the exhibition centre, in the Blue Zone, next to the entrance to Hall 1 ([See map](#)), and its opening hours are as follows:

Day 15: From 9:00 to 14:00 and from 14:30 to 17:30
Day 16 :From 9:30 to 14:00 and from 14:30 to 18:00
Day 17: From 9:30 to 14:00 and from 14:30 to 18:00
Day 18: From 9:00 to 15:00

On Thursday 17th October, all companies that have settled their accounts will receive a sign-out sheet at their stand to take out all materials.

Payment can be made in any the following ways:

- Cash (Euros). within accordance with Law 11/2021, cash payments of 1,000 euros or more cannot be accepted directly at the BEC offices.
- Visa and American Express cards.
- Deposit or transfer to an account:
IBAN: ES52 2095 0611 00 9105880388 BIC: BASKES2BXXX
IBAN: ES29 0182 1290 38 0201504440 BIC: BBVAESMMXXX

For any further information about payments, please contact the exhibitor service office or send an email to administracion@bec.eu.

6. VISITORS

The registration of professional visitors is free.

Exhibitors may process invitations for their clients on the website up to and including the last day of the event. This service is free of charge for exhibitors and can be requested through the Exhibitor's Private Area: Invite your clients. Click [HERE](#)

We continue to work with the Erronka Garbia Initiative; Environmentally sustainable event in the framework of Steel Tech and we encourage you to raise awareness and take steps towards more and more sustainable events.

These are the 6 points of the Decalogue:

- Don't print the congress programme if you don't need to. Consult it in the [app](#).
- Limit disposable containers as much as possible.
- Separate your waste at the green points you will find.
- Promote sustainable mobility within your possibilities, increasing the use of public transport and car sharing.
- Reduce unnecessary water consumption.
- In unnecessary cases, turn off the lights.

7. OFFICIAL OPENING TIME

The Official Inauguration will take place on October 16 at 9:30 a.m. in the auditorium, followed by a visit to the Luxua pavilion.

8. CONFERENCE AND ACTIVITIES

To consult the different activities click on:

[Congress Programme](#)
[Technical Conferences](#)
[Innovation Workshops](#)

9. PARTICIPANTS DIRECTORY

Remember to fill in the details of your company and the companies represented on the website, exhibitor's private area - DIRECTORY (click [HERE](#))

The Directory of exhibitors is the main tool for visitors to consult. You can consult it [HERE](#).

10. QR CARD READER - APP

Exhibitors, sponsors, conference participants and visitors can exchange their data via the QR reader. To scan and save contacts, you need to download the app and register.

Click [HERE](#) for information and app download.

11. WIFI

Free connection through the "Bilbao WiFi" network. Service offered by Bilbao City Council. Incident telephone number: +34 944 010 010

The user who requires obtaining a service with greater capacity or time, must make a direct hiring through the private area of the exhibitor: online shop. [Click here](#)

12. PARKING

BEC has 4,000 covered parking spaces located on 3 different levels. Each area is divided into three areas identified by colours:

- The **blue area** is located under Halls 1 and 2
- The **orange area** is located under Halls 3 and 4
- The **green area** is located under Halls 5 and 6

Besides the passes available for exhibitors and assemblers, which you can request in the Exhibitor's Private Area: ONLINE SHOP (click [HERE](#)), for occasional uses of the car park, please consult the website for information and rates and where you can make your bookings in advance. More information [HERE](#)

The Bilbao Exhibition Centre car park has 27 charging points for electric vehicles. The [charging points](#) are on level -1 of the north and south intersections in Hall 4., and have different types of chargers to meet the needs of electric vehicles with different capacities and requirements.

Recharging can be managed through the [Waylet](#) application..

Following its commitment to sustainability and the SDG 2030-Sustainable Development Goals agenda as a roadmap, Bilbao Exhibition Center has begun to certify its events with the Erronka Garbia seal.

We remind you that you can go to the Bilbao Exhibition Center using public transport:

From Bilbao, Line 3136 Bizkaibus (Bilbao-Cruces-Barakaldo), from Barakaldo, KBus urban line and by metro, Ansio station, on Line 2, with exit to the fair (north access of BEC!)

13. TRAVEL AND ACCOMMODATION

Information on interesting travel and accommodation can be obtained from the official travel agency, BCD TRAVEL (Ms Vanessa Fornells - Tel: +34 94 605 00 00 – Email address: bec@bcdtravel.es).

14. OTHER SERVICES

MEDICAL INFORMATION

QuirónSalud, through the HOSPITALITY service, will provide any medical assistance you may need during your stay. Information is available [HERE](#).

SPORTS CENTRE

BEC has a large sports centre to which the fair's participants will have access. This centre, BEC beUP, provides a daily pass at a very special price, if you show the trade fair access badge. Information is available [HERE](#).



OFICINA ATENCIÓN EXPOSITOR
ERAKUSKETARIENTZAKO BULEGOA
EXHIBITOR SERVICE OFFICE





Car Park

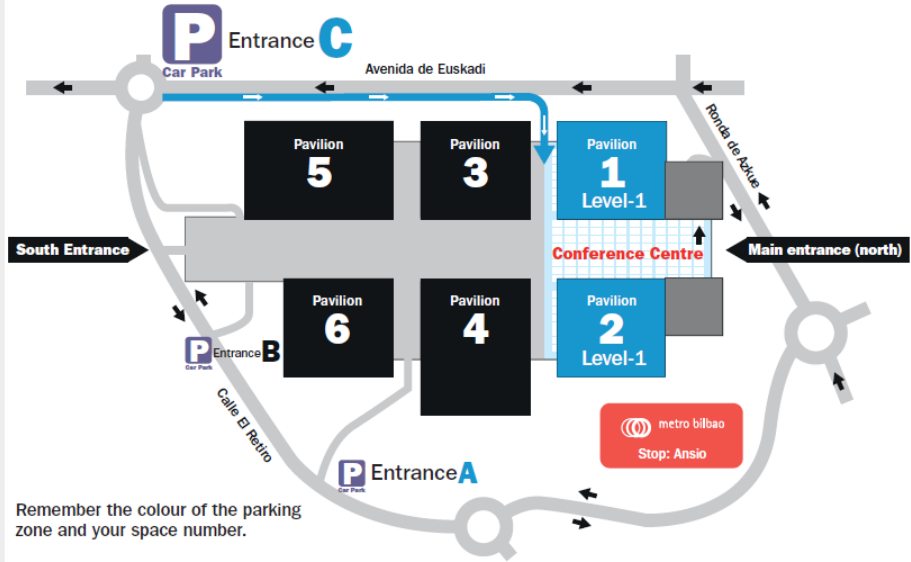
Conference Centre

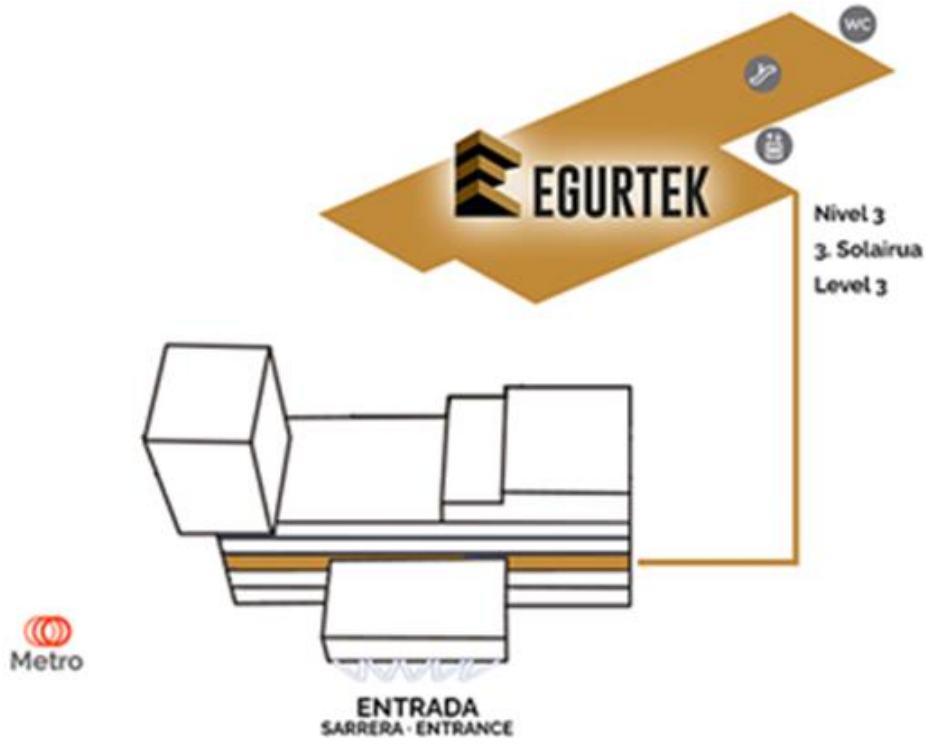
Access: C

Parking: Level-1
Blue Zone



EXPOSSIBLE!





ACCESS TO BEC



ACCESS TO LUXUA PAVILLION

