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# EXHIBITOR'S GUIDE

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This guide will explain everything you need to allow you to participate fully; it includes relevant information of interest to you.  
Please read this manual carefully.

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## 1. VENUE, DATES AND TIMES.

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Venue: **BILBAO EXHIBITION CENTRE - BEC**  
**Pavillions 1, 2, 3, 4, 5 and 6**  
Ronda de Azkue, 1  
48902 Barakaldo  
+34 94 404 00 92  
biemh@bec.eu  
<https://biemh.bilbaoexhibitioncentre.com/en/>

To find out how to get to BEC, click [HERE](#).

Dates and Times: 13<sup>th</sup> – 17<sup>th</sup> June 2022, from 9.30 am to 6.00 pm.  
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.

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## 2. EXHIBITOR SUPPORT

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From Saturday, 4<sup>th</sup> June to Sunday, 19<sup>th</sup> June, exhibitors can find help at the **EXHIBITOR SERVICE OFFICE**, from 09:00 am to 02:00 pm and from 03:30 pm to 06:30 pm. The 13<sup>th</sup> June the office will be open from 08:00 am to 06:30 pm. And the celebration days from 09 pm to 06:30 pm.

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](#)).

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## 3. EXHIBITOR PASSES

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Exhibitor passes are valid for set-up, exhibition and dismantling days. They are personal and non-transferable.

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

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## 4. SET-UP - RECEIPT OF GOODS - DISMANTLING

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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 begin on 30<sup>th</sup> May, from 8 a.m. and must be completed by 12<sup>th</sup> June, at 3 p.m. After this time, exhibitors will no longer be able to bring their vehicles into the pavilion but will be able to remain in the pavilion, setting up the necessary material, until 8.00 pm.

During the assembly period, the **assembly office in the Pavilion** will be open (from 8 a.m. to 8 p.m.).

The Show 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 insurance premiums, as well as the amount of the services already provided.

### **Rules for Access and Stays in VEHICLE Halls for Assembly / Holding / Dismantling 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 deterrent fee of €30.00/hour.**

**Remember:**

- Keep the ticket you receive 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 2.20m. BEC has an outdoor car park for higher vehicles.

**Cleaning Prior to the Opening**

On Sunday 12<sup>th</sup> June, at 3 p.m., 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 from 30<sup>th</sup> May onwards. 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)  
**BIEMH 2022 Pavilion N<sup>o</sup>** (indicate your pavilion)  
**Company name / Stand number**  
**Exhibitor's mobile phone number**

**Restocking of MATERIAL**

Exhibitors will have daily access to their stands for restocking at 8.30 a.m. (1 hour before it opens to the public) and will be able to remain on the site until 7.00 p.m. (1 hour after closing time).

**DISMANTLING**

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

Dismantling of the stands will begin on 18<sup>th</sup> June at 8 a.m. and must be completed by 8 p.m. on 24<sup>th</sup> June.

On June 17<sup>th</sup>, exhibitors can take the material from the stand by hand from 18:30h until 22:00h. They will be able to bring their vehicles to the gates of the pavilion but in no case will they be allowed to enter vehicles, trucks or material handlers in the pavilion.

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.

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**5. PAYMENT**

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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:

- Set up and dismantling: from 09:00 am to 02:00 pm and from 03:30 pm to 06:30 pm.
- Celebration days: from 09 pm to 06:30 pm

On Friday, 17<sup>th</sup> June, 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](mailto:administracion@bec.eu).

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## 6. VISITORS

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The closing date for free registration for trade visitors is 12<sup>th</sup> May. After that date the registration fee is €15.

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

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## 7. OFFICIAL OPENING

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The Official Inauguration will take place on 13<sup>th</sup> June at 12 noon and will be chaired by the President of the Basque Government, Mr. Iñigo Urkullu.

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## 8. CONFERENCES AND ACTIVITIES

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To consult the programme of Conferences, Talks and side events on the website, please click [HERE](#).

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## 9. SOCIAL EVENTS

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We invite you to enjoy the special activities organised for this edition, which will allow you to interact with the sector in a different way, while getting to know and enjoy the environment.

- **BIEMH FEST** - Wednesday 15<sup>th</sup> June, starting at 19.30, in Bilbao. Invitation tickets for this event will be given to you at your stand. More information [HERE](#).

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## 10. DIRECTORY OF EXHIBITORS. BIEMH 2022 PLANS

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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](#).

You can also access to BIEMH 2022 plans. [HERE](#)

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## 11. APP / QR READER FOR BUSINESS CARDS.

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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.

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## 12. WIFI

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You can connect to the Internet free of charge from anywhere on the premises. The service allows you to connect for 9 hours a day and the speed is 512 K.

Any user who requires a service with greater capacity or for longer must buy it directly through the Exhibitor's Private Area: ONLINE STORE. Click [HERE](#).

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## 13. PARKING

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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](#).

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## 14. TRAVEL AND ACCOMMODATION

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

During the fair, BCD TRAVEL's office will be open; it is located in the central corridor of the exhibition centre, in the Blue Zone, next to the entrance of Hall 1 ([See map](#)).

You can also discover a wide touristic and gastronomic offer around BEC. More information [HERE](#).

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## 15. RESTAURANTS AND CATERING

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BEC has a range of cafeterias, restaurants and self-service restaurants distributed throughout the exhibition centre.

See [HERE](#) for more information.

You will be able to offer your clients access to the different conferences that will take place within the framework of BIEMH, with a special price. Through the following link you can access the registration forms for the different conferences:

[LINK special price](#)

Registration deadline: 9 June 2022 (included).

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## 16. OTHER SERVICES

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### MEDICAL

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](#).

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## 17. BEC IS A SAFE PLACE

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BEC has large, safe spaces. For more information click [HERE](#).

### **ERAKUSKETARIENTZAKO BULEGOA / OFICINA ATENCION EXPOSITOR / EXHIBITOR SERVICE OFFICE BIDAIA AGENTZIA – AGENCIA VIAJES – TRAVEL OFFICE**

