

Exhibitor Manual

41st Annual EAU Congress



Dear Exhibitor,

On behalf of the European Association of Urology, we are very pleased to present you with the Exhibitor Manual for the upcoming 41st Annual EAU Congress in London.

Comprehensive additional information on key dates, contacts, EAU exhibition rules and regulations and EAU services is provided.

For technical orders and various additional facilities and services you may need to set up your exhibit, please refer to the [EAU26 London Webshop](#).

We kindly request you to observe the rules and regulations of the EAU and of Excel London!

We urge you to take particular note of all applicable deadlines and due dates; meeting these dates will avoid unnecessary expenses.

Please share this information with any staff in your company and/or third parties involved in the EAU26 exhibition.

We have made every effort to ensure that the Exhibitor Manual is comprehensive and easy to use but if you have any further questions, please do not hesitate to contact us.

We look forward to a successful EAU congress and exhibition!

With kindest regards,

Henriet Wieringa and Susan Brenninkmeijer
EAU Exhibition Team

Content

1	Table of Contents	
2	KEY DATES AND DEADLINES.....	5
3	CONTACT INFORMATION EAU, EXCEL LONDON AND PROVIDERS	7
	3.1 Contact information EAU.....	7
	3.2 Contact information PROVIDERS.....	7
	3.3 Contact information VENUE – Excel London.....	8
4	GENERAL INFORMATION EAU CONGRESS / EXHIBITION	9
	4.1 Exhibition location.....	9
	4.2 Emergency telephone number.....	9
	4.3 Electricity UK.....	9
	4.4 Scientific programme	9
	4.5 Disclaimer.....	9
	4.6 Exhibitors entitlements, including publication in the Exhibition Guide.....	9
	4.7 EAU Opening Ceremony.....	10
5	REGISTRATION / BADGES	11
	5.1 Exhibitor badges.....	11
	5.2 Exhibitor registration rules.....	11
	5.3 Congress registration.....	11
	5.4 Invitation letters.....	12
	5.5 ETA and Visa requirements.....	12
	5.6 Worker wristbands/Site Safety Induction	12
6	EAU RULES AND REGULATIONS / SERVICES EAU.....	13
	6.1 Regulation compliance.....	13
	6.2 Publicity rules	13
	6.3 Demonstration/presentation on the booth.....	14
	6.4 No invitations to the booth outside the official exhibition opening hours.....	14
	6.5 Enforcement of rules and regulations.....	14
	6.6 EAU rules with respect to non-official meetings on 11 - 17 March 2026.....	14
	6.7 Schedule for organising social events by companies	14
	6.8 Advertising.....	14
	6.9 Business Lounge	15
	6.10 Exhibits.....	15
	6.11 Meeting room rental	15
	6.12 Photography.....	15
	6.13 Smoking policy.....	15
	6.14 Values EAU	15
	6.15 Visitors	15
	6.16 Wi-Fi	15
7	BOOTH DESIGN/CONSTRUCTION RULES AND REGULATIONS EAU/Excel London	16
	7.1 Booth construction and dismantling times (EAU regulation)	16
	7.2 Bare floor space (EAU regulation)	16
	7.3 Submission of booth design for approval by Congress Consultants and The Event Safety Company Limited.....	17
	7.4 The Event Safety Company Limited for Health & Safety: Booth design approval, Risk Assessment, Method Statement, Public Liability Insurance.....	18
	7.4.1 Definition Complex Structures.....	18
	7.4.2 Procedure for NON COMPLEX structures.....	18
	7.4.3 Procedure for COMPLEX structures.....	18
	7.4.4 Onsite checking.....	18
	7.4.5 Special effects.....	19
	7.4.6 Vision panel obliged in storerooms	19
	7.5 Separation wall (EAU rule).....	19
	7.6 Sides 70% open and transparency 50% (EAU rule)	19
	7.7 Maximum building height (EAU rule)	19
	7.8 Rigging (EAU rule + Excel London regulation)	19
	7.9 Double-storey stands (EAU rule).....	20

7.10	Meeting room on the stand (max. 1) (EAU rule).....	20
7.11	Excel London Rules & Regulations	20
7.12	Use of laser machine (Excel London rule).....	20
7.13	Ramps (Excel London rule)	20
7.14	Personal protection equipment obliged during building-up and dismantling, including for exhibitors on certain days! (Excel London rule).....	20
7.15	Colour of carpet in the exhibition aisles	20
7.16	Non-occupation of aisles (Excel London rule).....	20
7.17	NO possibilities for working outside the official building-up hours	20
7.18	Reduced noise from 13:00 – 14:30 on Monday 16 March (EAU regulation).....	21
7.19	Cleaning & Waste (Excel London rule)	21
7.20	Worker wristbands / Site Safety Induction (Excel London rule)	21
7.21	Alcohol and drugs (EAU rule).....	21
7.22	Position screens/LED walls/equipment/etc. (EAU rule).....	21
8	EXCEL RULES & REGULATIONS	22
8.1	Excel Rules & Regulations.....	22
8.2	Personal protection equipment obliged (hard hat, high-visibility vest and safety footwear), also for exhibitors on specific days!.....	22
9	ORDERING OF SHELL-SCHEME PACKAGES, BOOTH EQUIPMENT & SERVICES	23
9.1	Shell-scheme Package (Hestex BV).....	23
9.2	Internet, Water, Cleaning & Waste (Excel London).....	23
9.3	Electricity, Power, Furniture, Flooring (GES)	23
9.4	Audio Visuals (Eclips)	23
9.5	Business centre and services / Onsite essentials.....	23
9.6	Catering on the stand (Excel London Hospitality).....	23
9.7	Flowers and Plants (Oldacre)	24
9.8	Host(ess) Service (Moorepeople)	24
9.9	Housing (K.I.T.).....	24
9.10	Rigging (Excel London)	24
9.11	Security (Secure-Ops)	24
9.12	Storage space (Fairexx)	25
9.13	Opening hours Exhibitor Services Desks	25
9.14	Wi-Fi	25
10	TRANSPORTATION / FREIGHT/ PARKING	26
10.1	Official freight forwarder	26
10.2	Onsite Fairexx Service Desk	26
10.3	Unloading/reloading timeslot required.....	26
10.4	Important timings for vehicle allowance during dismantling	26
10.5	Courier shipments	26
10.6	Lorry parking	27
10.7	Other parking	27
11	EAU ORDER FORMS	28
11.1	ORDER FORM INSERT IN CONGRESS BAGS.....	28
11.2	LEAD RETRIEVAL	29

2 **KEY DATES AND DEADLINES**

- 15 January, 2026** Deadline for **submission stand design** plans.
A detailed booth floor plan must be sent by email for approval to:
Congress Consultants B.V.: ExhibitionEAU@congressconsultants.com and to
The Event Safety Company Limited, Mr. Tony Watts: plans@standplanchecks.co.uk,
see § 7.3 and 7.4
- 30 January, 2026** Deadline for submitting a **Company Profile** that will be published free-of-charge in the
Exhibition Guide, available on the Congress Website and Congress App See § 4.6
- 09 February, 2026** Deadline for ordering **Electricity and Power** via **GES** at the early rate. See § 9.3

Early rate	Prior to 09/02/26 5PM GMT
Standard rate	09/02/26 5PM GMT to 07/03/26
The cut-off date to order	07/03/2026

After the cut-off date, the portal will be closed. After this date, GES will accommodate
orders where possible through email or onsite.
- 09 February, 2026** Deadline for ordering **Furniture and Flooring** via **GES** at the early rate. See § 9.3

Early rate	Prior to 09/02/26 5PM GMT
Standard rate	09/02/26 5PM GMT to 07/03/26
The cut-off date to order	07/03/2026

After the cutoff date, the portal will be closed. After this date, GES will accommodate
orders through email where possible and we will have some options onsite.
- 09 February, 2026** Deadline for ordering **Rigging** with **Excel London**. See § 7.8 and 9.10.
To ensure all orders can be accommodated, it is recommend to submit these by
09/02/2026. Any order is subject to availability and operational considerations and will
only be fulfilled once payment is received in full. All rigging requests and orders must
be submitted to rigging@excel.london or via the EAU26 London Webshop.

Early rate	Prior to 09/02/26
Standard rate	09/02/26 to 02/03/26
Onsite rate	02/03/26 onwards
- 09 February, 2026** Deadline for ordering **Waste, Water connections, Piped and hardline services*, Wi-Fi or Hardwired internet options**, Cleaning***** at the early rate via the EAU26
London Webshop. See § 6.16, 7.19, 9.2 and 9.14

Early rate	Prior to 09/02/26 (20% discount)
Standard rate	09/02/26 to 09/03/26
Onsite rate	09/03/26 onwards (20% increase)

* Piped and hardline service orders will be turned off on the EAU26 London Webshop
on 04/03/26
**Hardwired internet options will be turned off on the EAU26 London Webshop on
08/03/26
*** Stand cleaning options will be turned off on the EAU26 London Webshop on
08/03/26
*/** Any requests for hardwired internet or piped services after this cut off will be
assessed by the team on a case by case basis
- 10 February, 2026** Deadline for ordering **Hospitality and Stand Delivery** at the early rate. Final orders
Stand Delivery 05/03/2026 See § 9.6
- 13 February, 2026** Deadline for ordering **Insert in Congress bags** See § 11.1
- 15 February, 2026** Deadline for ordering **Lead retrieval** See § 11.2
- 20 February, 2026** Deadline for (un)loading **Timeslot Request - Fairexx** See § 10.3

- 24 February, 2026** Deadline for ordering **Exhibitor badges** See § 5.1
- 24 February, 2026** Deadline for ordering **Shell-schemes Packages** against the normal rate. Orders received later: +50% surcharge See § 9.1
- 26 February, 2026** Deadline for ordering **Hostesses**. After 26 February you will need to contact the team to confirm availability. See § 9.8
- 27 February, 2026** Deadline for ordering **Flowers and Plants** via **Oldacre** at the early rate. The pre-order 15% discount applies only to orders that are completed and paid for at least 2 weeks prior to the show. After this date standard prices apply. See § 9.7
- 2 March, 2026** Deadline for ordering all **AV services** via **Eclipse** at the normal rate. Orders received after this date will be subject to stock availability, and revised pricing may apply. After the deadline best to email to excel@eclipse.global. See § 9.4

10-13 March 2026 **Construction of stands / Decoration**

Tuesday 10 March	08:30 - 21:30	Construction (Not for exhibitors that ordered a shell-scheme package)
Wednesday 11 March	08:30 - 21:30	Construction (Not for exhibitors that ordered a shell-scheme package)
Thursday 12 March	08:30 - 21:30	Construction
Friday 13 March	09:00 - 12:00	Decoration only (no heavy transport and no noise allowed!)

13-16 March 2026 **Exhibition opening hours**

	<u>Delegates</u>	<u>Exhibitors</u>
Friday 13 March	12:00 - 18:00	09:00 - 18:30
Saturday 14 March	10:00 - 17:30	09:00 - 18:00
Sunday 15 March	10:00 - 17:30	09:00 - 18:00
Monday 16 March	10:00 - 13:00*	09:00 - 21:30**

16-17 March 2026 **Packing/Dismantling of stands/Access loading bay**

Monday 16 March	13:00 - 14:30	Packing (no noise allowed!)
Monday 16 March	14:30 - 21:30	Dismantling
Monday 16 March	17:30 - 21:30**	Access vehicles Loading Bay
Tuesday 17 March	08:30 - 21:30	Dismantling

* **The exhibition will close Monday 16 March at 13:00 hrs.**

** **Due to driving restrictions, the gate of the Loading bay will close at exactly 21:30 hrs.**

No exceptions will be made!

3 CONTACT INFORMATION EAU, EXCEL LONDON AND PROVIDERS

3.1 Contact information EAU

EXHIBITION

Ms. Henriët Wieringa and Ms. Susan Brenninkmeijer
E-mail : ExhibitionEAU@congressconsultants.com

EXHIBITOR REGISTRATION

E-mail : exhibitorregistrations@congressconsultants.com
Tel. : +31 26 389 1751

BUSINESS LOUNGE

EAU Marketing & Sales Department
E-mail : sales@uroweb.org
Tel. : +31 26 389 1751

CONGRESS ORGANISER

Congress Consultants B.V.
Website : www.eau26.org

INDUSTRY SESSION

Mrs. Leike van den Broek-Henssen
E-mail : l.henssen@congressconsultants.com
Tel. : +31 26 389 1751

LEAD RETRIEVAL

E-mail : sales@uroweb.org

MEETING ROOM

Mrs. Emily Spieker
E-mail : EAUmeetingrooms@congressconsultants.com
Tel. : +31 26 389 1751

SPONSORING (ADVERTISEMENTS, BAG INSERTS, ETC.)

EAU Marketing & Sales Department
Tel. : +31 26 389 1751
E-mail : sales@uroweb.org

3.2 Contact information PROVIDERS

AV - ECLIPSE

Tel. : +44 (0)20 7069 4848
E-mail : Excel@eclipse.global
Website : <https://eclipse.global/venues/excel-london/>
Webshop : <https://shop.eclipse.global/event/eau-2026/>

CATERING - EXCEL LONDON HOSPITALITY (ELH)

Marlene Smith
Tel. : +44 (0)20 7069 4100
E-mail : sales@excelhospitality.london
Website : excellondonhospitality.exhibitorcatering.co.uk

ELECTRICITY AND POWER GES

Tel. : +44 2476 380 190
Website : [Ordering GES](#)

FLOWERS AND PLANTS - OLDACRE

Tel. : +44 20 3007 5981
Email : info@oldacre.co.uk

Website : <https://www.oldacre.co.uk/>

FURNITURE AND FLOORING - GES

Tel. : +44 2476 380 190
Website : [EAU26 London Webshop](#)

HOSTESSES - MOOREPEOPLE

Bettina Taverner
Tel. : +44 2085080555
Email : bookings@moorepeople.co.uk
Website : <https://moorepeople.co.uk/events>

HOUSING - K.I.T. GROUP GMBH

Ms. Beatrix Schnabel
Tel. : +49 30 24 60 34 00
E-mail : eauhotels@kit-group.org
Click [here](#) to access the on-line booking system.

LOGISTICS - FAIREXX LOGISTICS FOR EXHIBITIONS BV

Mr. Paul Van Zijl
Tel. : +31 251 25 00 60
E-mail : eau@fairexx.nl

SECURITY – SECURE-OPS EVENTS LTD

Tel. : +44 1920870999
E-mail : Office@secure-ops.com
Website : <https://secure-ops.com/>

SHELL SCHEME PACKAGES - HESTEX BV

Mr. Anne Alkema
Tel. : +31 55 542 4477
E-mail : anne@hestexsystems.com
Webshop : <https://eau.standsconfigurator.com/>

STAND APPROVAL (TECHNICAL) - THE EVENT SAFETY COMPANY LIMITED

Mr. Tony Watts
E-mail : plans@standplanchecks.co.uk

3.3 Contact information VENUE – Excel London

EXHIBITOR SERVICES EXCEL LONDON (CLEANING AND WASTE, UTILITIES, INTERNET AND WI-FI)

Tel. : +44 20 7069 4400
E-mail : exhibitororders@excel.london
Web shop : [EAU26 London Webshop](#)

RIGGING

E-mail : rigging@excel.london
Webshop : [EAU26 London Webshop](#)

SITE INSPECTIONS

Marion Adelaide
E-Mail : MarionAdelaide@excel.london

VENUE EAU26

EXCEL LONDON
One Western Gateway
Royal Victoria Dock
London E16 1XL, United Kingdom
East entrance (DLR, taxi, uber, buses)

4 GENERAL INFORMATION EAU CONGRESS / EXHIBITION

4.1 Exhibition location

The exhibition accompanying the 41st Annual EAU Congress will be held in Excel London in the Purple Area (Maritime Hall).

4.2 Emergency telephone number

In case of an emergency, contact the nearest security guard or call +44 20 7069 4444, so that all necessary measures can be taken immediately.

4.3 Electricity UK

The United Kingdom uses a 230-volt AC, 50Hz electrical current, similar to most European countries. However, the UK uses a unique three-pin plug (Type G), not the two-pin continental plugs (Type C or E/F) common in most of Europe.

Visitors from continental Europe (including Switzerland) will need a plug adapter to use their two-pin appliances in UK sockets.

Visitors from North America will need both a plug adapter and a voltage converter if their appliances are not dual voltage (since North America uses 110/120V, 60Hz).

4.4 Scientific programme

The 41st Annual EAU Congress will contain an innovative and exciting scientific programme encompassing all aspects of urology. Leading opinion leaders from all over the world will be invited to participate in the extensive programme which will include:

- Plenary Sessions
- Game Changing Sessions
- Thematic Sessions
- EAU Live surgery Session
- Abstract sessions (Poster, Video and Expert-Guided-Poster and Video Tour Sessions)
- Special Sessions
- EAU Section Meetings
- Urology beyond Europe Sessions
- YUORDay
- EAU Patient Advocacy Day
- EAU26 Research Lab
- Industry Sessions
- Industry Seminars
- ESU Courses
- ESU Hands-on Training Courses
- 26th International EAUN Meeting

4.5 Disclaimer

During the 41st Annual EAU Congress (EAU26), the “Exhibition booths relating to prescription-only medicines” are only accessible to certified healthcare professionals, qualified to prescribe medicines, and pharmacists. Based on information provided by the registering party, a “P” will be printed on the congress badges when the bearer has accreditation to access the “Exhibition Booths related to prescription-only medicines.” It is the responsibility of the registering party to provide correct information and the EAU holds no responsibility with regards to the information provided. This measure is in accordance with the national and international pharmaceutical guidelines.

4.6 Exhibitors entitlements, including publication in the Exhibition Guide

Exhibitors are entitled to:

- Attend the technical exhibition
- Attend the Industry Sessions and Seminars
- Distribute press material at their own press conferences, at the Press Centre and at the booth
- Company name and profile description in the Exhibition Guide*

*Each exhibiting company can submit Company data and a short profile that will be published free-of-charge in the Exhibition Guide in which all exhibitors will be listed together.
The Exhibition Guide will be available at the Congress website and in the Congress app.
Each exhibitor will receive an email early January with their sign-in details and instructions on where and how to enter the profile.
Deadline for submitting the profile is **30 January 2026**.

WARNING: *A company called International Fairs Directory sends out bills for advertisements in their International Fairs directory. This company gives the impression that they are related to the EAU or to Congress Consultants B.V. Please note that International Fairs Directory has nothing to do with the EAU!*

4.7 EAU Opening Ceremony

Participants and exhibitors attending the congress are invited to the official Opening Ceremony.

Day : Friday, 13 March 2026
Time : 18:00 – 19:30 hrs
Location : Orange Area, eURO Auditorium 1

5 REGISTRATION / BADGES

5.1 Exhibitor badges

Each exhibitor is entitled to a number of free exhibitor badges which are allocated according to the booth size. These badges can only be used by the employees of the exhibitor, and for persons acting on behalf of the exhibitor. These badges are to be carried by their users at all times in the congress venue.

SQM BOOTH	Number of free exhibitor badges
< 30 sqm	2
30 – 74 sqm	4
75 – 100 sqm	6
> 100 sqm	8

The exhibitor badge gives entrance to the exhibition grounds as well as to all Industry Sessions. All additional exhibitor badges will be charged.

- Insofar as additional exhibitor badges are required these may be ordered at Congress Consultants B.V., against payment. They are only to be used by the staff of the exhibitor. The badges are not transferable.
- € 135,00 (incl. 20% VAT) will be charged for each additional exhibitor badge.
- All badges over the complimentary allotment must be paid for in advance. Additional badges will not be generated without advance payment.
- If misused, the badges will be confiscated with no right to take legal proceedings.
- The exhibitor badges have to be ordered on-line. Each exhibitor will receive an email by the beginning of January with a username and login instructions in order to be able to enter the exhibitor registration section of the EAU website.
- Deadline for ordering exhibitor badges is **24 February, 2026**.

5.2 Exhibitor registration rules

- Everyone needs a badge to enter the exhibition grounds.
- No distributors, suppliers or models will be allowed admission to the exhibition hall unless an active exhibitor agrees to register them. In this case, badges will note only the name of that exhibiting company, not of the distributor/supplier. Placing business cards in or over the official badge will result in expulsion from the exhibition hall.
- The EAU would like to emphasize that all congress participants should wear valid badges that correspond with the name on their passport. In case of abuse, this will result in expulsion from the congress. Any distributor or supplier without proof of company affiliation will be directed to attendee registration and required to pay the non-member onsite registration fee.
- Physicians who wish to register as exhibitors must be full-time employees of the exhibiting company and have a company ID or a business card.
- No one under the age of 16 years will be allowed at the exhibition grounds.

5.3 Congress registration

Exhibitors who want to take part in the scientific congress programme should be registered as congress delegates.

Please note that the normal congress badges do not entitle to enter the Exhibition before the official opening hours, not even if the congress badge-holder is an employee of an exhibiting company!!!

If company personnel needs to enter the exhibition before the official opening hours, the best way is to inform the exhibitor registration department ahead of the congress via email: exhibitorregistrations@congressconsultants.com. It can also be arranged onsite (but does take some extra time). Please instruct your personnel that will pick up a normal congress badge to proceed afterwards to the Exhibitor Desk or Registration Support Desk. In that case the congress badge can be validated as an exhibitor badge as well!

Congress registrations can be made on-line through the [EAU Website](#).

There you can also find the different fees. Online registration will stay open until the final day of the congress (16 March), but we strongly recommend registering in advance. Registrations can be made onsite at the congress venue from 12-16 March 2026.

Congress Consultants B.V. is the only official congress organiser appointed by the EAU to handle registrations for EAU26. To avoid paying exorbitant prices for accommodation in London, we recommend booking via our housing partner. More information can be found [here](#).

5.4 Invitation letters

We can assist with sending invitation letters.

Please send all necessary information below to exhibitorregistrations@congressconsultants.com:

- *Company Name*
- *Position*
- *Company Address*
- *Title (Mr/Mrs/Dr/Prof/...)*
- *First name*
- *Last name*
- *Date of birth*
- *Passport number*

5.5 ETA and Visa requirements

All visitors from outside the UK and Ireland require either a visa or an Electronic Travel Authorisation (ETA) to enter the United Kingdom. Requirements depend on your nationality and the purpose of your visit. For the most accurate and up-to-date information, please consult your nearest British Embassy or Consulate, or visit the official UK government website: www.gov.uk/visa.

Please note that visa or ETA applications can take time to process. We strongly recommend applying well in advance to ensure approval before the congress begins. Be sure to check with your local embassy or consulate which documents are required in your specific case, as requirements may vary, even for delegates from the same country.

5.6 Worker wristbands/Site Safety Induction

Each staff member of a **standbuilding company** who will be present in the exhibition hall during building-up, decoration, packing and/or dismantling is obliged to wear a **Worker wristband***.

A wristband can be collected onsite after completing the Site Safety Induction via the dedicated online Portal which will be operational as of 15 January 2026.

The link and QR code for accessing the Site Safety Induction Portal will be communicated to all standcontractors/exhibitors that submit their booth design.

****WARNING: do not remove the wristband until the dismantling has been finished!***

6 EAU RULES AND REGULATIONS / SERVICES EAU

6.1 Regulation compliance

- The exhibitors agree to observe all regulations and requirements stipulated in this document and shall not construe them as merely administrative.
- The exhibitors agree to observe all regulations and requirements stipulated by Excel London.
- The EAU trusts that all companies, next to the EAU regulations and EAU Code of Ethics (<https://uroweb.org/about/how-we-work/eau-code-of-ethics>), commit to the regulations of the EFPIA, the Medtech Europe Code of Ethical Business Practice, AIFA and all other applicable regulations. This is of importance to the EAU in order not to harm the EAU event and activities.
- The information in this manual can be subject to change.
- The EAU Exhibition Team and the authorities of the conference centre shall exercise full power in the duties vested to their rank to find the means necessary in order to enforce the present regulations to their full extent.
- The exhibitors accept to comply with all regulations thereof and any new provision and/or amendment that may be brought due to the circumstances at that time, and adopted as being in the best interest of the event pursuant to which the organisers reserve the right to convey new information even verbally.
- Any infraction of customary and statutory regulations, instructions or government decrees and/or amendments enacted or referred to, may result in the immediate eviction of the offending exhibiting person or company by decision of the organisers, without prior notice and without prejudice to any compensation that could be claimed as a result against the offender in repair for damage and signed payment default or injury from which the event could suffer.
- The aforementioned shall apply in particular in the event of insurance default, non-conformity to the general instructions, failure to comply with safety regulations, non-occupancy of the booth, absence of the reservation form duly completed and signed, payment default.
- Disputes arising in connection with the present clauses shall be settled in any court having jurisdiction over the organisers' head office. The text in the Dutch language shall be deemed authentic and shall sole be taken into consideration.

6.2 Publicity rules

- Only the congress organisation has the right to distribute promotional and/or press material at the congress centre and exhibition area.
- The exhibitor is only entitled to distribute promotional material at its own booth.
- The exhibitor is only entitled to distribute press material at its own press conferences, at the Press Centre and at the booth, which may not contain ideological or political subject matters.
- It is not allowed to violate official instructions and directions, particularly those of the fire department.
- Interviewing is prohibited in the exhibition area without written permission of the EAU.
- Acoustic presentations are allowed only if they are arranged in such a way that other exhibitors are not disturbed by them and visitors in the hall aisles are not hindered in any way.
- No live scientific presentations are allowed on the booth without written permission of the EAU.
- For optical and acoustic demonstrations, only approved safety materials may be used.
- It is not permitted to show logos, trademarks or projections outside of the scope of the exhibition stand, whether it be by using projectors, lasers or light beams.
- In case a video is shown at the booth, the content should be known to the congress organisation.
- In case musical presentations or other sound or visual playback equipment are used, the exhibitor is responsible for acquiring the performing rights (copyright) and has to apply for the corresponding permit in due time before the congress starts. Failing to do this, the exhibitor must anticipate claims. In no case, claims can be enforced against the congress organisation.
- Those interfering with the flow of visitors, especially those which cause congestion at the hall aisles, are detrimental to the running of the event.
- Exhibitors are not allowed to give cash to respondents that take part in a study at their booth.
- Filming, photographing or recording interviews in the Exhibition Hall is allowed only at your exhibition booth. Keeping in mind the privacy of other delegates/passers-by.
- Filming an interview is also allowed in specially designated filming areas in the venue.
Please contact the EAU Press Office for more details and to reserve a spot.

6.3 Demonstration/presentation on the booth

The rules for demonstration/presentation on the booth are:

- No healthcare professionals as presenter, only company representatives
- Max 20 delegates
- Max 20 minutes presentations + 15 minutes plenary Q&A
- Open access, not exclusively for invitees only

6.4 No invitations to the booth outside the official exhibition opening hours

Outside of the official opening hours of the exhibition, only the exhibitor badge allows access as per the special timetable. So do not invite delegates before or after official opening hours, as they will not be allowed entry!

6.5 Enforcement of rules and regulations

Should, through a legal decision by a Dutch court (judgement, etc.) an exhibitor have been prohibited from offering services or from making advertising presentations of the same and should the exhibitor refuse to comply with the legal decision and to cease offering the products and services or making an advertising presentation on its exhibition booth, the congress organisation can exclude the exhibitor from the current event, as long as the legal decision has not been set aside in a subsequent decision by a court of appeal. In this case the booth rent will not be refunded, either fully or partially. The congress organisation is not obliged to check the correctness of the legal decision.

If the legal decision is set aside, later, by a court of appeal, the exhibitor has no right to claim damages when he is excluded on the basis of the earlier legal decision.

The same applies if the exhibitor continuously breaches the regulations of the congress exhibition show or if there are reasons that justify the termination of the booth rental contract without notice.

6.6 EAU rules with respect to non-official meetings on 11 - 17 March 2026

During the period 11-17 March it is strictly forbidden to hold any other (scientific) meetings, industry sessions, seminars or hands-on training courses involving more than 5 congress delegates, either within the congress venue or at other location(s) in the city of London or surrounding areas (500 km). It is also forbidden to organise repeating meetings involving less than 5 congress delegates. The EAU Congress Office should be informed of any meeting(s) involving more than 5 congress delegates during the days mentioned above. Any formal presentations occurring at hospitality events will be regarded as scientific meetings. Hospitality events may only be organised outside the official congress hours and not during the official social events. Violation of the above mentioned rules will have consequences for participation in the official exhibition or Industry Session/Seminar programme. The EAU trusts that all companies, next to the EAU regulations, commit to the existing European and national regulations of the healthcare authorities. The information contained in this manual can be subject to change.

Exceptions to the above rules are at the discretion of the EAU, please contact the EAU sales department at sales@uroweb.org if you require further information.

6.7 Schedule for organising social events by companies

Companies should follow the schedule below when organising social events:

Friday, 13 March : After the Opening Ceremony, ending at 19:30 hrs. (Networking Reception till 20:30)

Saturday, 14 March : After the EAU Scientific Programme, ending at 18:00 hrs.

Sunday, 15 March : After the EAU Scientific Programme, ending at 18:15 hrs.

Monday, 16 March : After the EAU Scientific Programme, ending at 16:15 hrs.

It is not allowed to organise social events during the scientific session hours

6.8 Advertising

The inside area of the booth may be used by the exhibitor for advertising purposes, although only in respect of the exhibits displayed by him.

The congress organisation may issue regulations relating to the design of the outer booth areas taking into account of the overall effect to be given by the exhibition.

Publicity measures may neither be implemented outside of the boundary of the booth nor on or in front of the fair ground; subject to this condition is also the use of persons for publicity purposes, as well as the

distribution of any kind of advertising material, for example leaflets, posters, stickers etc. in the gangways of the exhibition hall, on the exhibition ground or in the direct vicinity of the exhibition ground.

It is equally prohibited to carry out surveys, tests, competitions, raffles or contests outside of the booth.

6.9 Business Lounge

We will rent out Business Lounges. Please contact the EAU Marketing & Sales Department to discuss this option:

Tel. : +31 26 389 1751

E-mail : sales@uroweb.org

6.10 Exhibits

During the event, booths must be furnished with the exhibits which have been registered and accepted for display. Within this period of time, exhibits may not be removed or exchanged for other types of exhibits.

During the hours of opening, articles may not be concealed.

6.11 Meeting room rental

We will rent out meeting rooms to exhibitors.

Contact person : Mrs. Emily Spieker

E-mail : EAUmeetingrooms@congressconsultants.com

Tel. : +31 26 389 0680

6.12 Photography

The EAU has several professional photographers onsite. Interested companies can book a timeslot of 30 minutes at the rate of €250. You can send your request to press@uroweb.org.

6.13 Smoking policy

Smoking (also of e-cigarettes) is not allowed inside the congress venue and in the exhibition hall.

6.14 Values EAU

The EAU is committed to fostering a culture of respect and inclusivity within our urological community and beyond. We believe that adhering to these values is a collective responsibility for all. Together, let's uphold our EDI values to create a welcoming and positive experience for all delegates, faculty and staff. More information can be found [here](#).

6.15 Visitors

Only registered visitors will be allowed to the exhibition area. The congress organisation is entitled to carry out appropriate checks at the entrance and to refuse entry to visitors without the appropriate badge.

In compliance with the Pharma Codes, EAU is not allowed to register guests (including children) and they can therefore not attend the congress. The EAU office cannot offer any children's daycare facilities either. If parents decide to leave their children in a part of the venue that is accessible without a badge, the EAU will bear no responsibility in case of incidents.

6.16 Wi-Fi

The EAU is offering free Wi-Fi during congress days in Excel London, throughout all EAU areas, including the Exhibition area.

Disclaimer: The offered Wi-Fi is basic and not designed for any business/exhibition purposes and is meant only for regular email activity and normal internet browsing usage.

If you require a dedicated Wi-Fi or Hardwired internet**, you can order via the [EAU26 London Webshop](#).

Deadline for ordering against the early rate is **9 February 2026**.

Early rate	Prior to 09/02/26 (20% discount)
Standard rate	09/02/26 to 09/03/26
Onsite rate	09/03/26 onwards (20% increase)

** Hardwired internet options will be turned off on the EAU26 London Webshop on 08/03/26. Any requests for hardwired internet after this cut off will be assessed by the team on a case by case basis

7 BOOTH DESIGN/CONSTRUCTION RULES AND REGULATIONS EAU/Excel London

7.1 Booth construction and dismantling times (EAU regulation)

- On Thursday 12 March 2026 at 18:00 hrs, all aisles must be cleared in order to lay the carpet. On Friday 13 March 2026 at the latest by 12:00 hours the fitting out of the booth must have been completed and the exhibition hall cleared of persons and goods not exhibited at the booth. Please note: on Friday 13 March from 09:00 - 12:00 no heavy transport nor noise is allowed, only decoration!
- Packing of the booth may not start before 13:00 hours at Monday 16 March. From 13:00 - 14:30 just packing is allowed (no noise). Dismantling can start as of 14:30 and must have been completed and the exhibition hall cleared at the latest by 21:30 hours on Tuesday 17 March, 2026. The booth area must be cleared and handed over to the responsible hall inspector. In case of disobedience, the additional cost will be charged to the exhibitor for removal.

The times for exhibition, move in and move out are as follows:

10-13 March 2026		Construction of stands/Decoration:
Tuesday 10 March	08:30 - 21:30	Construction (Not for exhibitors that ordered a shell-scheme package)
Wednesday 11 March	08:30 - 21:30	Construction (Not for exhibitors that ordered a shell-scheme package)
Thursday 12 March	08:30 - 21:30	Construction
Friday 13 March	09:00 - 12:00	Decoration only (no heavy transport and no noise allowed!)

13-16 March 2026		Exhibition opening hours
	Delegates	Exhibitors
Friday 13 March	12:00 - 18:00	09:00 - 18:30
Saturday 14 March	10:00 - 17:30	09:00 - 18:00
Sunday 15 March	10:00 - 17:30	09:00 - 18:00
Monday 16 March	10:00 - 13:00*	09:00 - 21:30**

16-17 March 2026		Packing/Dismantling of stands/Access loading bay
Monday 16 March	13:00 - 14:30	Packing (no noise allowed!)
Monday 16 March	14:30 - 21:30	Dismantling
Monday 16 March	17:30 - 21:30**	Access vehicles Loading Bay
Tuesday 17 March	08:30 - 21:30	Dismantling

* **The exhibition will close Monday 16 March at 13:00 hrs.**

** **Due to driving restrictions, the gate of the Loading bay will close at exactly 21:30 hrs. No exceptions will be made!**

7.2 Bare floor space (EAU regulation)

The booth space will be hired out as '**SPACE ONLY**', which means that the booth site will be rented out without any prefabricated walls, installations, furniture, electricity, carpet and furnishings, or any other technical supplies and facilities. The exhibitor shall personally take care of the set-up and installation of the booth (which means floor covering (obligatory), walls, furniture, electricity, etc.).

Especially for the EAU Exhibition, a Shell-scheme Package will be offered for just € 85 per sqm (excl. VAT) via Hestex BV. Please find all information in § 9.1

Various services can be ordered via the [EAU26 London Webshop](#).

The exhibitor or his booth constructor must inform themselves onsite, prior to the start of planning work as to the technical factors on hand and must take precise measurements. No responsibility can be accepted for the correctness of such data.

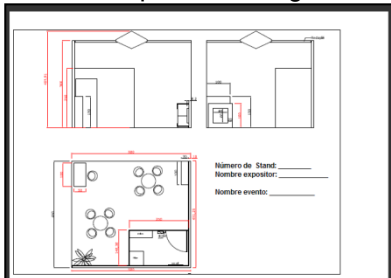
7.3 Submission of booth design for approval by Congress Consultants and The Event Safety Company Limited

Every exhibitor* must submit the design before 15 January 2026 for approval to 2 companies:

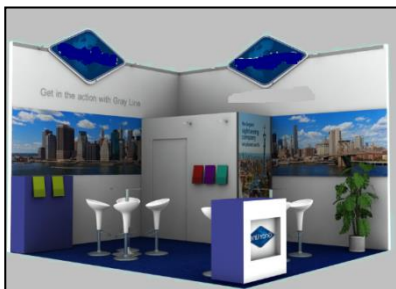
** Exception: in case you have ordered a Shell-scheme Package via Hestex BV, you just have to send an email to confirm you rented a Shell-scheme, you do not have to submit the design.*

I. For an **approval of the design** to Congress Consultants B.V. via exhibitionneau@congressconsultants.com
You have to submit, together with a plan showing the orientation of the design within the exhibition:

A. 2D Ground plan including all measurements and elevation details of the booth:



B. 3D render of the general lay-out including furniture:



The drawings should clearly indicate the planned layout, equipment and furnishing of the stand, as well as the “transparency” concept. Also indicated must be the location of power outlets, electricity cables, water and compressed air connections, as well as ventilation installations.

A three-dimensional drawing or photograph of the model, a top and a side view drawing indicating the various heights and the open/transparent parts (including the percentages) must be submitted. If special constructions are planned (information towers, moving parts, etc.), additional information will have to be submitted.

All designs will be judged on transparency, size, location, volume and technical aspects by the Congress Organising Committee of the EAU.

No approval from Congress Consultants means NO permission to construct the stand!

Please note that if you construct a booth deviating from the approved design, you will have to tear it down and rebuild as approved. If time is too short to do so, a penalty will be stipulated, depending on the extend of the deviation.

II. For a **technical approval** to The Event Safety Company Limited, Mr. Tony Watts:

plans@standplanchecks.co.uk (If you have ordered a **Shell-scheme Package** and you are not building anything within this space, then you do not need to send your design to The Event Safety Company Limited.) Please see § 7.4 for further instructions!

Please note that each item of information should state the event name, stand number and the name of the exhibitor.

7.4 The Event Safety Company Limited for Health & Safety: Booth design approval, Risk Assessment, Method Statement, Public Liability Insurance

The Event Safety Company Limited must receive **before 15 January 2026** an electronic copy (written in English) from ALL 'SPACE ONLY'-stands (any stand that is not a shell scheme system) of the following 4 items:

1. Detailed, scaled structural drawings showing:
 - Plan and section views of the stand
 - Elevations including any steelwork and staircase details
 - Full details of any hanging structure or signage, including material used, weight and method of attachment to the truss
 - Width and position of gangways within the stand
 - Floor and/or roof loading
 - Specifications of materials used
2. Structural calculations If above 4m in height, or has a bespoke hanging rigged element
3. Risk assessment (to include fire hazards) and method statement
4. Public Liability Insurance document. Minimum £2million GBP in the aggregate

7.4.1 Definition Complex Structures

A Complex Structure is any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to provide a significant risk. Structures over 4m in height and all suspended items are always considered to be Complex Structures unless demonstrably simple and possessing no significant risk

Examples of complex structures:

- Any structure, regardless of its height, which requires structural calculations
- Any part of a stand or exhibit which exceeds four metres in height
- Suspended structures (does not include banners e.g. lighting rigs)
- Sound/lighting towers
- Temporary tiered seating
- Platforms and stages over 0.6m in height and all platforms and stages for public use (not including stand floor flats and platforms).

Build structure above 4m will be considered a complex structure and need to be signed off by a structural engineer.

7.4.2 Procedure for NON COMPLEX structures

- Excel venue regulations require that all non complex structures are also inspected by a competent person and are suitably certified. A visual inspection of such structures will therefore be made and a suitable certification will be provided. For this purpose, The Event Safety Company will send your stand plan and public liability insurance document to the venue and liaise with an appointed independent engineer for checking.
- The Event Safety Company will revert to the exhibitor and/or stand builder if there are any relevant comments and/or concerns.

7.4.3 Procedure for COMPLEX structures

- Written confirmation is needed from an independent structural engineer, with adequate Professional Indemnity cover, that the design is safe for its purpose. For this purpose, The Event Safety Company Limited will forward your complete sets of information to an appointed structural engineer working on the event.
- Each item of information should state the event name and stand number. Complete sets of information only should be submitted, together with a plan showing the location of the stand within the exhibition.
- If any complex structure is modified after the submission of the above information, plans must be re-submitted with details and all modifications and a structural engineer's confirmation that the final overall design is safe for its purpose.

7.4.4 Onsite checking

Note that all stands will be checked onsite by The Event Safety Company Limited together with the appointed structural engineer to ensure that the structures are safe and are built accordingly. They will provide a sign off

sheet and then whilst the stand is being built onsite will continue to review and sign this off when the stand is complete.

7.4.5 Special effects

“Special effect” lights, laser, sound & video projection/ recording on the stand will only be allowed:

- when the effect is limited to the rented stand area
- if it is proven that there is no health or safety risk
- and when written permission from The Event Safety Company Limited has been achieved.

7.4.6 Vision panel obliged in storerooms

Doors must have a vision panel with a zone of visibility spanning from 500mm to 1500mm above the floor.

The required minimum effective clear width of a door is 800mm.

The exception to this is doors to small storerooms (1m x 1m), where a spyhole may suffice.

One Vision panel per store room is enough.

Emergency exit doors must open outwards in the direction of escape.

Doors must be recessed where they open on to public circulation areas, e.g. they must not open directly on to a gangway.

7.5 Separation wall (EAU rule)

All peninsula, corner and in-line stands must be separated from the neighbouring stand(s) by means of a separation wall that has to be provided by the exhibitors themselves. This separation wall must be 2.5 metres high and finished on all sides (white on the back). Neighbours can agree upon a higher separation wall with a maximum of 3 m. Please note that a Shell-scheme wall (2,5 m. high) counts as a separation wall.

The separation wall is considered as part of the stand design and should be indicated on the stand drawings.

7.6 Sides 70% open and transparency 50% (EAU rule)

Stands should be fully accessible on all “open” sides. This also applies to the open sides of peninsula, corner and in-line booths.

At least 70% of the sides facing the aisles must be open. In addition, island and peninsula booths should have “**transparency**” and the **openness of sight lines around and through the design**, so that the surrounding area can be viewed through the booth and that neighbouring booths are not inappropriately obstructed. From all sides, the view through the booth must be at least 50%. Please note that not just walls have to be calculated, but also all other items in the booth over 1,2 m. height that obstruct the view through the booth, like graphic panels, etc. Large elements of more than 4 m. high will always also be reviewed with respect to hindrance for neighbouring stands.

7.7 Maximum building height (EAU rule)

The maximum building height is 6 m. and includes any banners*

**This height is not valid for separation walls between stands. Please see § 7.5*

7.8 Rigging (EAU rule + Excel London regulation)

* EAU rules for banners:

- If you have a banner above your stand, the top of the banner may be at max. 6 m. height!
- For a non-transparent banner above/near all boundaries of your stand, the max. allowed height of the banner is: max. 1 m. for stands < 50 sqm, max. 1,5 m. for stands ≥ 50 sqm.
- Banners must be at least 1 m. away from a separation wall towards a neighbour.
- Besides, suspended items are seen as part of the design and thus have to be approved as well by Congress Consultants B.V.

* Rigging regulation Excel London

Rigging projects need to be submitted to the Excel rigging team ahead of the event. It is recommended to submit these by 09/02/2026.

Any order is subject to availability and operational considerations and will only be fulfilled once payment is received in full. All rigging requests and orders must be submitted via the EAU26 London Webshop.

Deadline for submitting Rigging Project is **9 February, 2026**.

Early rate	Prior to 09/02/26
Standard rate	09/02/26 to 02/03/26
Onsite rate	02/03/26 onwards

7.9 Double-storey stands (EAU rule)

Double-storey stands will not be allowed.

7.10 Meeting room on the stand (max. 1) (EAU rule)

A completely high walled meeting room on the stand will not be allowed. A meeting room on the stand (max. 1) can, if desired, be surrounded by walls of max. 1.20 m. high. Above 1.20 m. height just transparent constructions will be allowed.

7.11 Excel London Rules & Regulations

It is very important to stick to rules mentioned in the AEV E-Guide, it shows venue safety guidelines across the UK <https://www.aev.org.uk/resources/e-guide>. Please find here a [link to a PDF](#)

7.12 Use of laser machine (Excel London rule)

Please check the AEV E-Guide, it shows venue safety guidelines across the UK <https://www.aev.org.uk/resources/e-guide>. Please find here a [link to a PDF](#).

7.13 Ramps (Excel London rule)

Please check the AEV E-Guide, it shows venue safety guidelines across the UK <https://www.aev.org.uk/resources/e-guide>. Please find here a [link to a PDF](#).

7.14 Personal protection equipment obliged during building-up and dismantling, including for exhibitors on certain days! (Excel London rule)

* From Tuesday 10 - Thursday 12 March and on Monday 16 March as of 14:30 hrs and Tuesday 17 March, **standbuilders** are obliged to wear a high-visibility jacket/vest and and steel toe-capped boots.

* From Tuesday 10 - Thursday 12 March and on Monday 16 March as of 14:30 hrs and Tuesday 17 March, **exhibitors** are obliged to wear a high-visibility jacket/vest and enclosed shoes.

* High-visibility jackets/vests must be always worn by contractors and exhibitors when off-loading and loading vehicles within any logistics areas/loading bays (areas immediately outside the halls).

* Hard hats and steel toe-capped boots are necessary PPE for working with steel structures. It may be necessary to cordon off the area of the build when overhead working is taking place.

7.15 Colour of carpet in the exhibition aisles

The colour of the carpet in the exhibition aisles is purple.

7.16 Non-occupation of aisles (Excel London rule)

Aisles, as escape routes, must remain, at all times, passable, including during build-up and dismantling periods. All material must be kept within the limits of the stand, leaving aisles and other common areas completely free. The cleaning services of Excel can remove any object deposited in these areas, with the exhibitor having no right to claim for damages.

7.17 NO possibilities for working outside the official building-up hours

It is NOT possible to work outside the official building-up hours, so please make sure to plan your stand construction carefully.

7.18 Reduced noise from 13:00 – 14:30 on Monday 16 March (EAU regulation)

Since there will be sessions running in adjacent halls on Monday 16 March, all exhibitors and stand builders are requested to avoid noise while packing from 13:00 until 14:30 hrs.

7.19 Cleaning & Waste (Excel London rule)

Please check the [EAU26 London Webshop](#) for removal of waste and assembly/display materials.

7.20 Worker wristbands / Site Safety Induction (Excel London rule)

Each staff member of a **standbuilding company** who will be present in the exhibition hall during building-up, decoration, packing and/or dismantling is obliged to wear a **Worker wristband***.

A wristband can be collected onsite after completing the Site Safety Induction via the dedicated online Portal which will be operational as of 15 January 2026.

The link and QR code for accessing the Site Safety Induction Portal will be communicated to all standcontractors/exhibitors that submit their booth design.

****WARNING: do not remove the wristband until the dismantling has been finished!***

7.21 Alcohol and drugs (EAU rule)

Drinking of alcohol in the Exhibition area during build-up and breakdown phase is forbidden.

It is NOT allowed to serve alcohol on the stand.

The taking of drugs onsite is strictly forbidden at all times.

7.22 Position screens/LED walls/equipment/etc. (EAU rule)

The use of screens/LED walls/equipment/etc along the edge of the stand is permitted, provided that this does not cause congestion in the hall's aisles.

8 **EXCEL RULES & REGULATIONS**

8.1 **Excel Rules & Regulations**

It is very important to stick to rules mentioned in the AEV E-Guide, it shows venue safety guidelines across the UK <https://www.aev.org.uk/resources/e-guide>. Please find here a [link to a PDF](#)

8.2 **Personal protection equipment obliged (hard hat, high-visibility vest and safety footwear), also for exhibitors on specific days!**

- * From Tuesday 10 - Thursday 12 March and on Monday 16 March as of 14:30 hrs and Tuesday 17 March, **standbuilders** are obliged to wear a high-visibility jacket/vest and and steel toe-capped boots.
- * From Tuesday 10 - Thursday 12 March and on Monday 16 March as of 14:30 hrs and Tuesday 17 March, **exhibitors** are obliged to wear a high-visibility jacket/vest and enclosed shoes.
- * High-visibility jackets/vests must be always worn by contractors and exhibitors when off-loading and loading vehicles within any logistics areas/loading bays (areas immediately outside the halls).
- * Hard hats and steel toe-capped boots are necessary PPE for working with steel structures. It may be necessary to cordon off the area of the build when overhead working is taking place.

9 **ORDERING OF SHELL-SCHEME PACKAGES, BOOTH EQUIPMENT & SERVICES**

9.1 **Shell-scheme Package (Hestex BV)**

A Shell-scheme Package can be ordered via the company Hestex BV for just € 85 per sqm (excl. VAT). Included in the Shell-scheme Package are: walls, fascia, carpet, spots and UK Socket with 500W Consumption, incl. EU Socket adapter.

The online stand configurator for EAU26 will be available at: <http://eau.standsconfigurator.com/>

There is also a Shell-scheme Package Order Form available in pdf-format

The deadline for ordering Shell-scheme Packages is **24 February 2026**. After this date a 50% surcharge is applicable.

For any questions, please contact Mr. Anne Alkema:

Tel. : +31 55542 4477

E-Mail : anne@hestexsystems.com

Webshop : <http://eau.standsconfigurator.com/>

9.2 **Internet, Water, Cleaning & Waste (Excel London)**

All exhibitors can go to the [EAU26 London Webshop](#) and register themselves.

The deadline for contracting all services is **9 February 2026**. Excel reserves the right to reject any applications for services made after this date.

Deadline for ordering **Cleaning, Waste, Water connections, Piped services*, Wi-Fi or Hardwired internet options**** at the early rate via the [EAU26 London Webshop](#).

Early rate Prior to 09/02/26 (20% discount)

Standard rate 09/02/26 to 09/03/26

Onsite rate 09/03/26 onwards (20% increase)

* Piped service orders will be turned off on the EAU26 London Webshop on **04/03/26**

Hardwired internet options will be turned off on the EAU26 London Webshop on **08/03/26

*/** Any requests for hardwired internet or piped services after this cut off will be assessed by the team on a case by case basis

9.3 **Electricity, Power, Furniture, Flooring (GES)**

Exhibitors can order Electricity, Power, Furniture, Flooring and Graphics from GES online via EAU26 London Webshop.

Tel. : +44 2476 380 190

Website : [EAU26 London Webshop](#)

9.4 **Audio Visuals (Eclips)**

Exhibitors can order Audio visuals with Eclips via the [EAU26 London Webshop](#).

Deadline for ordering all AV services via Eclipse at the normal rate is **2 March, 2026**. Orders received after this date will be subject to stock availability, and revised pricing may apply. After the deadline best to email to excel@eclipse.global.

9.5 **Business centre and services / Onsite essentials**

There is a business centre/shop onsite for copies, tools, adapters, electrical products, etc. You can also order via the [EAU26 London Webshop](#) or via this direct link <https://www.abouttownbusinessservices.co.uk/>

9.6 **Catering on the stand (Excel London Hospitality)**

Exhibitors are NOT allowed to bring their own food and/or drinks.

You have to arrange catering via Excel London Hospitality (ELH). A link can be found on the [EAU26 London Webshop](#).

Exhibitors are allowed to bring their own barista or can hire a barista with ELH.

Please note it is **NOT** allowed to serve alcohol on the stand!

Tel : +44 (0)20 7069 4100
Email : sales@excelhospitality.london
Deadline for ordering Hospitality and Stand Delivery at the early rate is **10 February, 2026**. Final orders Stand Delivery 05/03/2026.

9.7 Flowers and Plants (Oldacre)

You can order flowers and plants via the company Oldacre. A link can be found on the [EAU26 London Webshop](#).

Tel. : +44 (0) 20 3007 5981
Email : info@oldacre.co.uk
Website : <https://www.oldacre.co.uk/>

Deadline for ordering Flowers and Plants via Oldacre at the early rate is 27 February, 2026. The pre-order 15% discount applies only to orders that are completed and paid for at least 2 weeks prior to the show. After this date standard prices apply.

9.8 Host(ess) Service (Moorepeople)

You can hire a host(ess) via the company Moorepeople. A link can be found on the [EAU26 London Webshop](#).

Contact person : Bettina Taverner
Tel. : +44 2085080555
Email : bookings@moorepeople.co.uk
Website : <https://moorepeople.co.uk/events>

Deadline for ordering against the normal rate is **26 February 2026**. Please note your host(ess) must wear an exhibitor badge. No personal name is requested for a host(ess), just the name of your company is sufficient.

9.9 Housing (K.I.T.)

The EAU has appointed as official housing bureau K.I.T. GmbH.
During the congress, K.I.T. staff is going to be available at the Hotel Desk in the registration area.
Contact person : Ms. Beatrix Schnabel
Tel : +49 30 24 60 34 00
E-mail : eauhotels@kit-group.org
Click [here](#) to access the on-line booking system.

WARNING:



*Be wary of third parties selling hotel rooms and registrations for EAU26. These companies give the impression that they are the official handling agency and deceive congress participants by using a range of tactics often including unauthorised usage of the EAU logo. In frequent cases, congress participants have been led to believe that they had made a registration, to find out onsite that no registrations were made whereas their credit cards were charged.
Please find more information on the [EAU26 website](#).*

9.10 Rigging (Excel London)

Rigging projects need to be submitted to the Excel rigging team ahead of the event.
Any order is subject to availability and operational considerations and will only be fulfilled once payment is received in full. All rigging requests and orders must be submitted via the [EAU26 London Webshop](#).
Deadline for submitting Rigging Project is **9 February, 2026**.

Early rate	Prior to 09/02/26
Standard rate	09/02/26 to 02/03/26
Onsite rate	02/03/26 onwards

9.11 Security (Secure-Ops)

Please note that the congress organisers provide hall security, no stand security!
Exhibitors are advised to observe the following recommendations:

- Do not leave the booth unattended during exhibition hours.

- Please be aware that equipment on wheels can be taken away quite easily! Please make all necessary arrangements to prevent this.
- Protect all exhibits if they cannot be securely locked away at the end of each day.
- Valuables should be secured away in a safe area.

The organiser nor the congress centre can be held liable for any thefts, loss or damages incurred on articles left onsite during day or night.

Exhibitors wishing to hire Security for their booth can contact Secure-Ops. Services must be hired directly with the supplier. Deadline for ordering security is **72 hours'** notice including payment.

E-mail : Office@secure-ops.com

9.12 Storage space (Fairexx)

Onsite storage space is limited. Please contact Fairexx Logistics for Exhibitions BV to check availability:

Mr. Paul van Zijl

Tel. : +31 251 25 00 60

E-mail : info@fairexx.nl

9.13 Opening hours Exhibitor Services Desks

The various desks (Exhibitor Service Desks of Excel London, GES and Fairexx/Hestex) are conveniently located at the entrance of the exhibition hall.

Opening hours:

	Excel London	GES	Fairexx/Hestex
Tuesday 10 March	08.30-20.30	08.30-20.30	08:30 – 21:30
Wednesday 11 March	08.30-20.30	08.30-20.30	08:30 – 21:30
Thursday 12 March	08.30-20.30	08.30-20.30	08:30 – 21:30
Friday 13 March	08.30-20.30	08.30-18.30	08:30 – 18:30
Saturday 14 March	08.30-20.30	08.30-18.00	09:30 – 18:00
Sunday 15 March	08.30-20.30	08.30-18.00	09:30 – 18:00
Monday 16 March	08.30-20.30	08.30-18.00	09:30 – 21:30

9.14 Wi-Fi

The EAU is offering free Wi-Fi during congress days in Excel London, throughout all EAU areas, including the Exhibition area.

Disclaimer: The offered Wi-Fi is basic and not designed for any business/exhibition purposes and is meant only for regular email activity and normal internet browsing usage.

If you require a dedicated Wi-Fi or Hardwired internet, you can order via the [EAU26 London Webshop](#). Deadline for ordering against the early rate is **9 February 2026**.

Early rate	Prior to 10/02/26 (20% discount)
Standard rate	010/02/26 to 09/03/26
Onsite rate	09/03/26 onwards (20% increase)

Hardwired internet options** will be turned off on the [EAU26 London Webshop](#) on **08/03/26**

** Any requests for hardwired internet after this cut off will be assessed by the team on a case by case basis

10 TRANSPORTATION / FREIGHT/ PARKING

10.1 Official freight forwarder

The EAU appointed as official freight forwarder Fairexx Logistics for Exhibitions BV.

All freight forwarders are allowed to transport and unload the booth material by taillift and manual palletjack into the exhibition grounds of the Excel, but we strongly recommend Fairexx, since they are very experienced with exhibition logistics. Onsite we will exclusively allow Fairexx to do the onsite handling with mechanical equipment, storage, etc.

You can contact Fairexx Logistics for Exhibitions BV with respect to transportation, unloading, storage of emballage, customs, etc. and ask for an offer free of engagement:

Contact : Mr. Paul Van Zijl
Tel : +31 251 25 00 60
E-mail : EAU@fairexx.nl
Website : www.fairexx.nl

10.2 Onsite Fairexx Service Desk

To order any services onsite, exhibitors will find the Fairexx Service Desk conveniently located at the entrance of the Exhibition hall (Purple Area).

Exhibitors Services Desks Fairexx

The opening hours are:

Tuesday 10 March : 08:30 – 21:30
Wednesday 11 March : 08:30 – 21:30
Thursday 12 March : 08:30 – 21:30
Friday 13 March : 08:30 – 18:30
Saturday 14 March : 09:30 – 18:00
Sunday 15 March : 09:30 – 18:00
Monday 16 March : 09:30 – 21:30

10.3 Unloading/reloading timeslot required

To avoid traffic congestion at the Loading Bay of Excel, an unloading/reloading timeslot will be required for deliveries direct to the venue on official build up/dismantling dates (not needed for shipments via warehouse).

Please request a timeslot via the Fairexx website: www.fairexx.com.

Deadline for submission of the Timeslot Request is **20 February 2026**.

10.4 Important timings for vehicle allowance during dismantling

On Monday 16 March as of 14:30 hours, Fairexx will start redelivering the empties to the booths.

Due to security reasons, vehicles will just have access to the Loading Bay on Monday 16 March as of 17:30 until 21:30 hrs!

10.5 Courier shipments

We strongly recommend exhibitors NOT to send their goods via courier companies, since courier companies are not allowed to enter the Exhibition Hall in order to deliver your shipment!!!

If you do send goods by a courier company, we suggest that you consign the courier airwaybill to the Fairexx warehouse in The Netherlands:

FAIREXX - LOGISTICS FOR EXHIBITIONS BV

De Trompet 2650

1967 DD Heemskerk

The Netherlands

Contact: Paul van Zijl – tel. +31 251 250060 – email: EAU@fairexx.nl

Notify: EAU26 / Fairexx logistics for Exhibitions / Exhibiting Company / Stand Nr.:

All packages must be labelled as described in the Fairexx Shipping Guidelines.

It is recommended to have the tracking number (assigned by the courier company) on hand at the exhibition; this will make it easier to locate your shipment.

Latest date of arrival: 2 March 2026!

Reception & storage of courier shipments up to 5 kg. sent to this address (only EU goods in free circulation – NO bonded goods) and which will be picked up at the onsite Fairexx Service Desk by the client, are free of charge.

For shipments not consigned as described above, no liability is accepted.

PS Excel London and the congress organiser will not accept any deliveries!

10.6 Lorry parking

Parking is limited onsite for vehicles over 2m high. Requests are coordinated on a daily basis by the Excel London traffic team. Parking for contractor and exhibitor vehicles up to 2.8m is available on a first-come first-served basis at the cost of £25.00 per day per vehicle.

Parking for larger vehicles may not be available onsite and any requests should be directed to the Excel London traffic team. If you are unable to secure a space onsite, there are off-site parking locations in the local area, such as Canary Wharf and Stratford.

Due to limited parking availability, we strongly suggest that you pre-book a space.

10.7 Other parking

For Parking bookings, please book here – selecting the parking option for the event you are attending i.e. Standard (Red), Blue Badge (Blue), Over height (Orange), Extended Wheelbase over height (Purple). Parking is charged at £25 per day, per vehicle, per entry – multi-entry is not permitted.

There are 134 Blue Badge accessible parking bays located in the below zones:

West Parking (Pink Zone)

West 2: 28 accessible bays

West 3: 42 accessible bays

East Parking (Yellow Zone)

East 1: 28 accessible bays

Waterfront Parking (Blue Zone)

Waterfront 1: 20 accessible bays

Waterfront: 16 accessible bays

Motorcycle parking is free and cannot be pre-booked. Upon entering the car park, please follow one-way system to the upper level to designated motorcycle bays in Zone East 1.

11 EAU ORDER FORMS

11.1 ORDER FORM INSERT IN CONGRESS BAGS

We hereby confirm that we would like to have our leaflet inserted in 12,000 congress bags for the price of € 11.000 (excl. VAT).

We will deliver 12,000 inserts for the congress bags before 2 March 2026.

Inserts must not exceed an A4 format (210 x 297 mm) and a max. weight of 50 grams.

Please note the following conditions and deadlines:

- Company will be responsible for the shipping costs of the bag inserts to The Netherlands;
- EAU will take care of shipping the bag inserts to the congress venue;
- In case the delivery deadline cannot be met, additional costs may be involved.

Company : _____
Contact person : _____
Address : _____
Country : _____
Tel : _____
E-mail : _____

Date: _____

Signature: _____

After receiving this reply form, we will send you a confirmation with further information regarding the bag inserts, the address where and when to send them, etc.

Please return **before 13 February 2026** to:

Congress Consultants B.V., EAU Marketing & Sales Department, EAU26
E-mail: sales@uroweb.org

11.2 LEAD RETRIEVAL

Lead Retrieval API & App

Eliminate manual data entry and expedite follow-up. Our API integration allows you to instantly scan delegate badges using your personal mobile devices, feeding lead contact details directly into your CRM. Seamless follow-up begins the moment the congress ends!

1. API with your own phones + own software

Data license fee: €2,500

In this case, the API will only scan the QR code of the delegate and will connect with your own CRM system. With your own software you can define the process of what other data you would like to collect besides the personal data that is transferred via the API and is provided via the barcode.

2. EAU App + your own phone

Data license fee + app for 1st device: €2,500

Additional fee for the app per device: €295

This option does not have a direct connection with your CRM system but you would need to download the EAU lead retrieval app on your own device. Via this app, you will scan the barcode to collect the contact details of your lead(s). You can also add some questions to be answered by the lead or your staff. The output can be either in a json/csv/excel file which can then be imported in your CRM system.

All services include dedicated onsite support at the Exhibitor Lead Retrieval desk in the registration area. Companies are responsible for ensuring that their mobile devices are working properly and have sufficient power. Please make sure that your internet connection is not restricted by any company software or VPN applications. Nevertheless, the EAU Lead app enables you to continue with your lead retrieval even when the internet connection is lost. As soon as the app is connected with the internet again, all leads will automatically synchronise. At least 1GB of storage should be available on the devices.

Two weeks before the congress starts, you will receive login credentials to a dashboard where you find instructions on how to install the app, add qualifiers and access your scanned data.

How to order?

Contact sales@uroweb.org to place your order before 15 February 2026 or for any questions you might have.

Order deadline: 15 February 2026