



IML – MESSE LOGISTIK GMBH

IMPORTANT INFORMATION

- 1.) IML – Messe Logistik GmbH has been appointed official international forwarder, customs broker and on-site handling agent.
- 2.) Please read our Shipping Instructions carefully.
- 3.) Within the Austria Center Vienna, the material must be handled by the appointed on-site handling agent (IML – Messe Logistik GmbH). You are free to use your own crew or your stand contractors to offload/reload and handle your material.
- 4.) All truck drivers must check in at the IML On-Site office on Level U3 upon arrival. They will be directed to the unloading/reloading position as soon as a spot is free. All truck drivers must stay at their trucks. **NO PARKING OF TRUCKS AT THE UNLOADING/RELOADING POSITION.** If you offload/reload and handle the material on your own, please make sure not to block others. Security staff will be on duty to secure a smooth offloading/reloading process.
- 5.) The use of forklifts inside the exhibition Halls is not allowed.
- 6.) The providing of forklift only includes the lift from the truck to placed outside the halls. If a delivery to stand is required, we offer a special all-in rate.
- 7.) Donot consing your material to “Austria Center Vienna” directly. Your shipment will not be accepted.
- 8.) It is the law in Austria that noise reduced trucks with a total weight over 7,5 to. are not allowed to drive in the time from Saturday 15 hrs to Sunday 22 hrs. On assigned holidays trucks are not allowed to drive from 0 hrs to 22 hrs.
- 9.) Due to the location of the Austria Center, work outside the halls can only be provided Monday – Friday in the time from 8 hrs – 22 hrs and on Saturday and Sunday from 8 hrs – 20 hrs. This includes offloading, loading and handling of empties. Please check with the exhibition management for the specific congress time table.
- 10.) It is the exhibitors responsibility to label all empty boxes properly. Empty labels are available at the Freight Forwarders desk. We will remove empty boxes on a regular basis.
- 11.) It is the exhibitors responsibility to repack and label all outbound packages.
- 12.) It is also the exhibitors responsibility to give clear instructions on how to return your packages. All necessary forms are available at the Freight Forwarders desk.