

MCGM 2023

MALAYSIAN CONGRESS OF GERIATRIC MEDICINE

3-5 AUG 2023

Setia City Convention Centre
(SCCC) Shah Alam, Selangor

*Embracing the Landscape
in Geriatric Medicine*

EXHIBITOR MANUAL

This Exhibitor Manual is designed to provide general guidelines and information required to plan your participation in the **Malaysian Congress of Geriatric Medicine (MCGM) 2023**. We strongly suggest that you read this manual at the earliest opportunity and ensure that you do not miss out any vital detail. Please take note that the service forms **MUST** be submitted according to their respective deadlines. Do remember to keep a copy of the completed forms for record purposes.

NOTE: All information in this manual is correct at the time of printing as the Congress Secretariat has done their utmost to ensure accuracy. Information reflected may be subject to changes.

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EXHIBITION SCHEDULE

Build Up		
2 August	0900 – 1100hrs	Floor marking by official contractor
	1100 – 1900hrs	Construction of Raw Space
	1500 – 2000hrs	Exhibitors move in
	2000 – 2100hrs	Final cleaning
	2100hrs	All halls close
Show Days		
3 August	0800hrs	All halls open for Exhibitors
	0900 – 1800hrs	Exhibition hours
	1830hrs	All halls close
4 August	0800hrs	All halls open for Exhibitors
	0900 – 1800hrs	Exhibition hours
	1830hrs	All halls close
5 August	0800hrs	All halls open for Exhibitors
	0900 – 1700hrs	Exhibition hours
	1700 – 1800hrs	Exhibitors move out hand carry exhibits
	1800 – 2100hrs	Tear down
	2100hrs	All halls close

Important notes:

- Kindly note that exhibition space provided only includes RAW SPACE, one (1) tabletop, and two (2) chairs. Exhibitors who wish to construct a custom-designed booth are advised to contact our Official Contractor for assistance.
- Exhibition Hall access during the build up and tear down phases is only permitted to individuals wearing fully covered footwear worn with socks and in good condition. Sandals or open-toed shoes are not permitted. Please ensure that you comply with this to maintain a safe and secure environment.
- No late work is permitted. All Exhibitors **MUST** complete your construction and decoration of respective booth **by 2000hrs of 2 August**. Otherwise, hourly charge will be imposed. The exhibition area will be closed for general cleaning and security clearance after 2000hrs. All required items are to be kept within the booth. Venue's housekeeping will only vacuum common area. Any large pieces of remains from booth build up should be disposed by your booth contractor.

- Exhibitors with special design booths are advised to check with their stand contractors on the time that their booth will be ready for moving in of exhibits.
- **ALL** construction works for booths **MUST** be completed during the build up period. Touch up or corrective works will be permitted 1 (one) hour before exhibition upon request.
- Exhibitors can be admitted to the exhibition area 30 (thirty) minutes prior to the Congress opening hours.
- During exhibition days, exhibitors are permitted to remain in their booth 30 (thirty) mins after the exhibition closes. Those who require extension must obtain written permission from the Congress Secretariat.
- **ALL** booth dressing and construction **MUST** be removed from the exhibition halls **by 1800hrs of 5 August**. Whereas all construction materials **MUST** be cleared from the venue by **2100hrs of 5 August**. Any items left in the halls after this time will be deemed abandoned and disposed of as rubbish. There will be extra charges for the removal of any booth fitting or other goods which are abandoned in the halls.

GENERAL INFORMATION

Venue

Setia City Convention Centre (SCCC), located at No.1, Jalan Setia Dagang AG U13/AG, Setia Alam Seksyen U13, 40170 Shah Alam, Selangor Darul Ehsan, Malaysia.

Date & Time

Date: 3 – 5 August 2023

Time: 0800 – 1800hrs

Exhibition Office

MCGM Secretariat and Official Contractor will staff onsite during move-in, exhibition days and move out days and will be available to answer questions, and to be of assistance to all Exhibitors.

Exhibitor Registration

The designated location for exhibitor badge collection is the Exhibitor Registration Counter situated Ground Level, outside of Ballroom 1. The operation hour of the counter is as follow:
2 August @ 0800 – 2100hrs

Smoking Policy

Smoking and vaping are strictly prohibited in ALL areas within the premise of SCCC at all times, including but not limited to the Exhibition Halls, Plenary Halls, foyers, all Breakout Rooms, restrooms, elevators, basement car parks, etc..

Food & Beverage

Bringing outside food into the Exhibition Ground is strictly prohibited. The Convention Centre does not allow any food or beverage to be brought in. The venue provider will ensure that there are adequate restaurants, cafeterias, and snack counters within the premises.

Booth Cleaning

General cleaning of aisle ways will be provided. Exhibitors are requested to keep their booths in a clean condition at all times. Contractors of individual Raw Space Booth are to be responsible for in-booth cleaning.

Dress Code

Business attire is compulsory for all parties involved in this event. Shorts and sandals are prohibited. Individuals with inappropriate attire may deny entry to the Congress or Exhibition.

Admission

Access to the Exhibition is limited to registered Congress Delegates, and Exhibitors only. Delegates are only permitted to visit the Exhibition Halls during the specified operating hours of 0900 – 1800hrs daily.

Access to the Congress sessions is strictly limited to registered healthcare professionals ONLY. Holders of the Exhibitor badges are **NOT entitled** to any of the congress sessions.

Attendees under the age of 18 will NOT be allowed entry into the Exhibition and Congress Halls. The Organiser/Congress Secretariat reserves the right to refuse admittance to any visitor, or require any visitor to leave if their behavior is deemed to be in breach of these rules and regulations of the Event, or contravenes applicable laws and regulations. The decision of the Organiser/Congress Secretariat in this regard is final.

Promotion & Distribution of Brochures & Gifts

ALL distribution of printed materials and gifts, circulation of all advertising materials is prohibited in the aisle ways or near the entrances of venue. Such distribution MUST be limited to the Exhibitor's designated space. Exhibitors are advised NOT to place stickers, signs or posters outside of their assigned stand within the Exhibition grounds. The Organiser/Congress Secretariat reserves the rights to disqualify Exhibitors who failure to comply these guidelines from further participation in the event and no refund shall be permitted.

Public Address (PA) System

PA System is only for official announcements by the Organiser/Congress Secretariat. It is not available to Exhibitors for publicity or individual messages during Exhibition opening hours.

Sound Level

Exhibitors are advised that any audio system or electrical device producing irritating, intermittent and/or sequential sounds/noise is not permitted without prior approval from the Organiser/Congress Secretariat and the Venue. The distribution of noisemakers such as whistles, crickets, horns, etc. is prohibited. Operation of machine & appliances generating noise should be kept to a minimum the interest of all Exhibitors and Visitors. Noise at the stand boundary shall not be exceeding 70dB. The Organiser/Congress Secretariat reserves the rights to determine the acceptable sound level of demonstrations for exhibits and/or audio-visual presentations in the event of justifiable complaints received from other Exhibitors.

Photography & Recordings

Unauthorised use of photography and video equipment, as well as the recording or transmitting of any media including film, photographic, video, or other medium, are strictly

prohibited in Congress and Exhibition areas, unless with written consent from the Organiser/Congress Secretariat.

Flying Objects

Remote-controlled flying objects including drone with camera or action camera, are strictly prohibited in the Exhibition Halls and Congress.

Insurance

Exhibitors shall ensure that they are fully covered by insurance in respect as follows:

- Exhibits, property, and contents against any loss or damage caused by whatsoever reason of fire, water, theft, accident or any other cause while in transit to and from the Exhibition Hall and throughout the duration of event.
- All costs and expenses incurred due to abandonment or postponement of the event.
- Loss or bodily injury and illness to any person including their own representatives, Visitors, Organiser/Congress Secretariat's staff, and Contractors in their booth area.
- Any other liability due to the negligence, inadvertence or misbehavior of the Exhibitors or their representatives, staff, or agents.

Please remember to extend your insurance coverage throughout build up, show days and tear down period.

Failure to Exhibit

If the Organiser/Congress Secretariat agrees to a request for release from the contract, the Exhibitor is still liable for all costs specified in the contract. These terms are non-negotiable under any circumstances.

In the event that an exhibiting company fails to arrive 1 (one) hour prior to the opening of the Exhibition, the Congress Secretariat reserves the right to reassign the space without issuing a refund. If exhibit materials have been delivered to the booth but have not been assembled, the Organiser/Congress Secretariat reserves the right to remove the materials and place them in storage. If the Exhibitor later arrives and wants the materials returned, a drayage fee will be charged. Failure to occupy the exhibit space does not exempt the Exhibitor from their obligation to pay the full booth rental fees.

Prohibition of Dangerous Goods & Materials

Displaying or bringing the following items into the Exhibition and Congress area is strictly prohibited: arms, guns, swords, ammunition, explosives, inflammables, radioactive materials, and any other dangerous goods. This also includes goods that are prohibited from import or domestic sale, goods that infringe upon patent rights, goods that may obstruct the smooth

operation of the intended exhibition, and goods that are prohibited by Malaysia Government Agencies.

Intellectual Property Rights

The Organiser/Congress Secretariat reserves all rights to remove exhibits that are suspected/believed of infringing on intellectual property rights. Any legal consequences arising from such violations will be the sole responsibility of the concerned Exhibitors.

Force Majeure

The Organiser/Congress Secretariat shall not be held responsible for any loss incurred by the Exhibitor directly or indirectly by reason of any postponement, extension or cancellation, either in part or as a whole, due to circumstances beyond their control or directives imposed by any government authority.

Unforeseen Occurrences

For any unforeseen occurrences not stated in this document, the decision of the Organiser/Congress Secretariat shall be final.

SECURITY & ACCESS

Security

We kindly request all exhibitors to carefully read the security guidelines and ensure their staff fully cooperate with this system.

During the Congress hours, General Security will be available and it is compulsory for all personnel in the Exhibition area to wear official identification badges. Individual company badges will not be accepted by security. Exhibitors and their staff will not be allowed to enter the exhibition area after official hours.

The responsibilities of the security team include monitoring move in and move out, traffic control, response to emergency, crowd and badge control, etc. However, they will not pay special attention to individual booth, under no circumstances should a booth be unmanned during the opening hours of the Exhibition.

The Organiser/Congress Secretariat will not be liable for any loss or damage that may occur and it is the Exhibitor's responsibility to ensure security of their booth, exhibits, contents including personal property.

Exhibitor Badges

Access to the Exhibition Halls during build up, show days, and tear down is granted only to individuals with Exhibitor Badges and MUST NOT be transferred to others. Holders of the Exhibitor badges are NOT entitled to any of the congress sessions. The number of Allotted Badges differs from each category of sponsorship and space size, please refer to the table below for the number of Allotted Badges you are entitled.

Sponsor

Sponsorship Category	No. of Allotted Exhibitor Badges
Platinum Sponsor	5 passes
Gold Sponsor	4 passes
Silver Sponsor	3 passes
Bronze Sponsor	3 passes

Exhibition Space (2 passes/9sqm)

Space Size	No. of Allotted Exhibitor Badges
9sqm	2 passes
18sqm	4 passes
27sqm	6 passes

36sqm	8 passes
54sqm	10 passes
81sqm	12 passes

Additional badges required would be charged accordingly, please submit Form 5 – Additional Exhibitors Badges Form before 2 July.

Contractor Badges

In the event that Exhibitor appoints own contractor to construct booth, your contractors MUST have a badge to enter the Exhibition Halls. During the build up and tear down period, all contractors must wear their badges at all times. Security personnel will deny entry to any contractor without a valid badge. It should be noted that contractor badges are not valid on show days. To request the required number of Contractor Badges, please complete Form 2 - Exhibitor Appointed Contractor Form.

DELIVERY & COLLECTION

Delivery

If you are intending to have goods delivered to your booth by outside contractors, it is necessary for a representative from your company to be present to receive the goods. The Organiser/Congress Secretariat will NOT accept delivery of any goods and is not responsible for any items delivered to unattended booths. We strongly advise you to check your courier's local office hours of operation.

Storage

The Organiser/Congress Secretariat is NOT obligated to provide onsite storage facilities for packing cases, or any items belonging to the Exhibitor. Prior arrangements for safekeeping of such items must be made with your appointed freight forwarder. Otherwise, Exhibitor shall arrange for the materials to be returned to their own premises.

Vehicle Permit for Loading Bay

Please be aware that Loading Bay Vehicle Pass does NOT serve as a parking permit. It is mandatory for all vehicles that require access to the loading bay area to obtain a permit from the venue beforehand.

Collections

We would urge ALL Exhibitors to arrange collection immediately after event closes on **5 August** and the goods are not left unattended at any time before collection.

ALL booth dressing and construction **MUST** be removed from the exhibition halls by **1800hrs of 5 August**. Any items left in the halls after this time will be deemed abandoned and disposed of as rubbish. There will be extra charges for the removal of any booth fitting or other goods which are abandoned in the halls.

Traffic Schedule

Move in on 2 August

To avoid traffic congestion, exhibitors and contractors who are moving in their booth materials and exhibits via Loading Bay will receive a move in timetable along with the Vehicle Permit from the Official Contractor seven (7) days prior to the build up dates. This will help to ensure that there is a smooth and efficient flow of traffic during the moving in period.

Tear Down on 5 August

To facilitate the moving out traffic, vehicles will be granted access to Loading Bay in the following order starting from 1800hrs on 5 August.

Group 1: 5 August, at 1800 – 1930hrs

Exhibitors' Private Vehicles

(a) Cars (b) Vans (c) MPVs (d) 4x4s (e) Pickup trucks

Group 2: 5 August, at 1930 - 2100hrs

(a) Exhibitors' Lorries (b) Contractors' Lorries

Delivery Address

Please take note that goods and items send to SCCC should be marked as follows:

MCGM 2023, Exhibition

[Company Name]

[Booth number: XX]

[Receiver's Name]

[Receiver's Contact Number]

No.1, Jalan Setia Dagang AG U13/AG, Setia Alam Seksyen U13, 40170 Shah Alam, Selangor Darul Ehsan, Malaysia

Car Parking

The SCCC offers more than 1200 parking bays across its 5 parking zones. To find out more information, visit the official website at www.spsetia.com/en-us/venues/setiacitycc/car-park-availability . Please ensure to have a Touch N Go card with a minimum balance of RM6.00 to access the parking facilities. Parking rate: RM 6.00 flat rate per 24 hours/day.



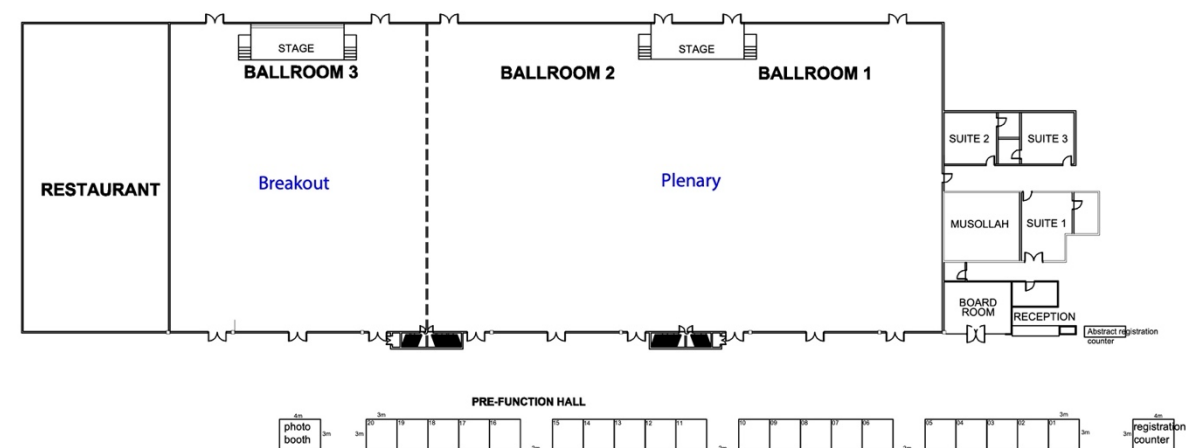
Getting to SCCC

SCCC is situated in the township of Setia Alam, it is located just 40 minutes away from both the Kuala Lumpur City Centre and the Kuala Lumpur International Airport. The Centre is accessible via the dedicated Setia Alam Interchange on the New Klang Valley Expressway.



BOOTH CONSTRUCTION & DRESSING

Kindly note that we only provide RAW SPACE for Exhibitions. Exhibitors who wish to construct a custom-designed booth are advised to contact our Official Contractor for assistance. Regulations within this section is crucial to comply with for a well-organised event. Please take note of them and adhere them accordingly. Should you have any queries or require advise, please contact the Organiser/Congress Secretariat.



Build Up Schedule

2 August	0900 – 1100hrs	Floor marking by official contractor
	1100 – 1900hrs	Construction of Raw Space
	1500 – 2000hrs	Exhibitors move in
	2000 – 2100hrs	Final cleaning
	2100hrs	All halls close

In the event that you are constructing your own booth, it is your responsibility to ensure that it complies with the correct floor markings. Please ensure you contact the Organiser/Congress Secretariat before starting any building work.

Children under the age of 18 are strictly prohibited from entering the Exhibition Halls during build up and tear down period. This measure is place to safeguard their safety since the halls can pose potential risks. NO exceptions can be made to this ruling.

Show Day Schedule

3 August	0800hrs	All halls open for Exhibitors
	0900 – 1800hrs	Exhibition hours

	1830hrs	All halls close
4 August	0800hrs	All halls open for Exhibitors
	0900 – 1800hrs	Exhibition hours
	1830hrs	All halls close
5 August	0800hrs	All halls open for Exhibitors
	0900 – 1700hrs	Exhibition hours
	1700 – 1800hrs	Exhibitors move out hand carry exhibits
	1800 – 2100hrs	Tear down

Prior arrangement with the Organiser/Congress Secretariat is necessary for any maintenance work required during the event's open days. The cut off time for arranging maintenance work is 1400hrs on the day of work. All maintenance can only be conducted during event's closed hours.

Tear Down Schedule

The Exhibition officially closes at 1700hrs on 5 August. The removal of exhibits and displays should only commence after this time. Please note that no goods are allowed to be removed or packed away from your booth before 1700hrs.

It is strongly advised that you do not leave any items unattended on your booth during this period. All booth dressing and exhibits MUST be removed from the venue by 1800hrs of 5 August. Whereas all construction materials must be cleared from the venue by 2100hrs of 5 August.

Any items left in the halls after this time will be deemed abandoned and disposed of as rubbish. There will be extra charges for the removal of any booth fitting or other goods which are abandoned in the halls.

Carpet/Floor Covering

All meeting venue in SCCC is carpeted. The use of adhesives is strictly prohibited on carpeted floors. Exhibitors are responsible for removing any tapes and residue marks from the exhibition floor. The removal and any damages caused by using non-approved tapes will be done at the Exhibitor's expense.

Official Contractor/Technical Services Provider

We have appointed AMC Exhibits Sdn Bhd as the Official Contractor/Technical Service Provider to ensure an efficient and regulated build up and tear down process, unless otherwise stated.

Exhibitors may engage their own stand-building contractors, subject to approval from the Organiser/Congress Secretariat and the Official Contractor. Exhibitors are responsible for making their own arrangements for services directly with the Official Contractor.

Services provided by the Official Contractor are for the convenience of exhibitors. The Organiser/Congress Secretariat will not be held liable for any contracts entered into between Exhibitors and these Contractors, including any negligence or defaults of these contractors, their staff, and agents.

If mechanical handling within the exhibition grounds is required, only the Official Contractor may be appointed by exhibitors, and the Organiser/Congress Secretariat must be informed accordingly.

Non-Official Contractors

Exhibitors are allowed to appoint their own contractors for stand instruction, but not for electrical work which must be performed by the Official Contractor. Exhibitors are fully responsible and liable for ensuring that their appointed contractors comply with all rules and regulations, including strict adherence to the build up and tear down schedule. The Organiser/Congress Secretariat reserves the right to charge any Exhibitor or contractor who violates any rule or regulation or causes delays in the build up or tear down for any additional work required as a result of the violation.

All Non-Official Contractors are required to provide a performance bond and damage deposit to the Official Contractor, the amount of the deposit is dependent on the booth size:

- | | |
|---------------------------------------|----------|
| (a) Booth with space of 18sqm & below | - RM500 |
| (b) Booth with space of 19 – 36sqm | - RM1500 |
| (c) Booth with space of 37sqm & above | - RM3000 |

Additionally, all Non-Official Contractors must pay a non-refundable administration fee of RM15 per square metre to the Official Contractor.

When the Exhibitor's appointed contractor is granted permission to work at the event and issued with the contractor badges, they are required to comply with the following regulations:

- They must not place any unnecessary/excessive burden on the official contractors or interfere in any way with their work.
- They are not allowed to solicit business at the exhibition halls during build up, show day, and tear down.
- They must fully cooperate with the Official Contractor and comply with the rules and regulations set by the Organiser/Congress Secretariat in any contract with the Official Contractor.
- They must comply with all rules and regulations of the event as outlined in the manual.

For further information, please contact AMC Exhibits Sdn Bhd at +603 6285 9000 or email to alyssa.poon@arconmarketing.com and wily.lee@arconmarketing.com.

Special Design Booth

Exhibitors who wish to build custom booths may reserve unfurnished space within the exhibition area. The rental fee for such space covers only the floor and does NOT include utilities, services, walls, carpet, or furnishings. Exhibitors are responsible for the costs of setting up their booths, including construction and operation fees, electricity, and other expenses. For safety reasons, Exhibitors are prohibited from occupying areas such as corridors, back parts, emergency exits, and storage. All exhibits MUST be kept within the contracted booth boundary. Exhibitors are encouraged to use the service of the Official Contractor as this will facilitate convenient installation and priority at the loading bay.

ALL booth designs must be submitted to the Official Contractor for approval. Additionally, all structures are limited to a maximum height of **2 metres**, and all bare space booths are required to have carpeting or an underlay. Exhibitors whose booths are adjacent to another booth (excluding island booths) MUST provide their own wall panel to ensure that they do not take advantage of their exhibiting neighbour's back or side wall. All side or back walls must be fully covered with a paint finish or black cloth, and no wood or steel structure should be exposed to the next adjacent booth.

Exhibitors are not allowed to extend any part of their structure or carpet beyond their assigned floor space. Additionally, interfering with the light and space of other exhibitors is strictly prohibited.

Exhibitors are required to submit booth designs that include a perspective view and top/front/right & left side/rear elevation, as well as a layout plan with electrical and phone markings (if any) and dimensions of the structure (i.e., Length/Width/Height).

Please submit your booth designs for approval by emailing them to email alyssa.poon@arconmarketing.com and wily.lee@arconmarketing.com before 2 July 2023.

If any hazardous/unsafe booth structure is detected, necessary corrections/rectification MUST be made immediately upon request. Exhibitors MUST ensure that each stand is presented to the visitors is safe and maintain as such throughout the event.

Exhibitors and their appointed contractors must remove their debris, such as containers and packing items prior to the Exhibition opening, and clear all exhibits and decoration materials immediately after the event. The Organizer reserves the right to charge exhibitors for the cost of removing excessive packing materials and discarded crates or cartons left behind by the Exhibitor or their appointed contractors.

Exhibitors must ensure that their appointed contractors are responsible for cleaning and vacuuming the booth upon completion of construction, before handing it over to the Exhibitor.

It is prohibited to clean paint containers or any other dirty items in the washroom. Exhibitors and their appointed contractors must keep the washroom clean and dry. In case of a dispute, the Organiser/Congress Secretariat's decision will be final.

Building Material/Dangerous Material

The use of temporary gas, petrol, or highly flammable substances is strictly prohibited in the Exhibition Halls. False ceilings will not be approved. All pressure vessels or equipment must adhere to safety standards and regulations, and approval for their use is necessary.

Covered Ceiling with Booth Structure

In compliance with fire safety regulations, NO cover ceiling is allowed within the booth structure, in order not to impair protection by the sprinkler system. If there is a covered ceiling in any part of the booth structure, Exhibitors and appointed Contractors must provide a sample of fire-retardant fabric and certificate for approval. Should the covered ceiling be made of carpentry work or if any part of the design structure has the potential to produce high intensity of heat in the Exhibition ground or booth, water sprinkles must be installed in the booth accordingly. It is also recommended to have a fire extinguisher.

ADDITIONAL SERVICES

Electrical & Lighting

The Official Contractor, AMC Exhibits Sdn Bhd will manage the electrical requirements for the event. If Exhibitor wish to order any electrical items, please submit Form 3 - Electrical & Lighting Form by the stipulated deadline.

General and air-conditioning will be provided in the Exhibition Halls during official opening hours. Should you require 24 hour supply, this should be specified on the electrical order form. If you plan to use refrigerators or freezers, it is therefore necessary to order a 24 hour supply. The Organiser/Congress Secretariat and SCCC do not compensate for any destroyed products if you make connections to the closable electricity supply network. Exhibitors who require electrical supply or supplies for 24 hours during the event must notify the Organiser/Congress Secretariat at least one (1) month prior to the event.

If Exhibitors require different voltages/frequency or special connections, they MUST arrange it directly with the Official Contractor. All electrical equipment and installations must comply with government regulations. For safety reasons, ONLY the Official Contractor is allowed to carry out electrical installation work at the exhibition. The Organiser/Congress Secretariat reserves the right to disconnect power supply in case of improper connections. The use of multiple socket outlets is not permitted to avoid any overloading as this may lead to a trip in the incoming power supply and cause inconvenience to other Exhibitors. ALL sockets provided are for machine use only, NOT for lighting. To ensure safety, please use one socket for one machine only.

Furniture

AMC Exhibits Sdn Bhd will also be the official supplier of furniture. If you require additional furniture, please complete and submit Form 4 – Furniture Form by the specified deadline.

Hotel Accommodation

The MCGM website provides information on our recommended hotel, Courtyard by Marriot Setia Alam. Please make direct reservations for your accommodation at: <https://bit.ly/mcgmaccomodation>

SETIA CITY CONVENTION CENTRE GUIDELINES

To view the rules and regulations for the event venue, kindly access the document through this link: <https://bit.ly/mcgmscccentreguidelines> .

Please ensure that all booth manning personnel, representatives, and any appointed contractors are familiar with and adhere to these guidelines throughout the event. The Organiser/Congress Secretariat will not be held responsible for any charges or losses incurred by the venue due to non-compliance with these guidelines.

SERVICES FORMS

This section provides a list of order/services forms. Please note that some of these forms are mandatory. We kindly request that you review all the forms listed in this section and submit them before the respective deadlines stated on the forms. To ensure timely delivery of services and equipment, please note that orders received after the specified deadline will incur a 30% surcharge. On-site additional orders will be subject to a 50% surcharge. It is the responsibility of the exhibitor to submit orders on time to avoid any inconvenience. Please be advised that the Organiser/Congress Secretariat will not be held liable for any shortage of services or equipment resulting from late submission of order forms.

Compulsory Submission

FORM 5 – Exhibitor’s Information Form

The information and material provided in this form will be used to create MCGM 2023 Marketing Collateral in both digital and printed forms. Please ensure the artwork submit in this form is suitable for printing, and follow the format specified in the form available at <https://bit.ly/mcgmform5exhibitorinfo> . Kindly note that the **deadline** for submission is **IMMEDIATE**.

Additional Orders

FORM 1 – Exhibitors Appointed Contractor Form

For those Exhibitors who wish to engage a **Non-Official Contractor**, please submit FORM 1 – Exhibitors Appointed Contractor Form **by 2 July** through the following link: <https://bit.ly/mcgmform1EAC> . Additionally, please provide complete details of your staff for the work permit application on the setup and dismantle day by submitting FORM 1a - Work Permit Application Form, the form can be accessed by clicking the following link <https://bit.ly/mcgmform1aworkpermitform> .

FORM 2 – Electrical & Lighting Form

For Exhibitors who require extra electrical and lighting services, kindly download Form 2 - Electrical & Lighting Form at <https://bit.ly/mcgmform2electricalnlightingform>, complete it, and email to our Official Contractor, AMC Exhibits Sdn Bhd at alyssa.poon@arconmarketing.com and wily.lee@arconmarketing.com by the **deadline of 2 July**.

FORM 3 – Furniture Form

To order additional furniture, please download and complete Form 3 - Furniture Form at <https://bit.ly/mcgmform3furnitureform>, and submit it to our Official Contractor, AMC Exhibits Sdn Bhd via email at alyssa.poon@arconmarketing.com and wily.lee@arconmarketing.com by the **deadline of 2 July**.

FORM 8 – Underlay Order Form

To request underlay, exhibitors should obtain Form 8 - Underlay Order Form from <https://bit.ly/mcgmform8underlayorderform>, fill it out, and send it via email to alyssa.poon@arconmarketing.com and wily.lee@arconmarketing.com before the **deadline of 2 July**.

FORM 4 – Additional Exhibitors Badges Form

The number of Allotted Badges varies based on your sponsorship category. Please check your sponsorship package for the number of Allotted Badges that you are entitled to. If you require additional badges, please submit Form 4 - Additional Exhibitor Badges Form at <https://bit.ly/mcgmform4addbadges> **before 2 July**.

FORM 7 – Virtual Booth Form

For Exhibitors who are entitled to virtual booth, please check your sponsorship package or virtual booth instructions for the number of brochures and detail dimensions of the brochures. Please submit Form 7 – Virtual Booth Form at <https://bit.ly/mcgmform7virtualbooth> **before 2 July**.

Exhibitors Packed Food Order Form

Please be aware that it is strictly forbidden to bring food from outside into the Exhibition Ground. If you require packed food for your booth staff, please download and fill out the Exhibitors Packed Food Order Form at <https://bit.ly/mcgmexhibitorspackedfoodorder>, send the completed form and remittance slip to SCCC Banquet Team at +60 17618 4005 **by 2 July** to confirm order. Please keep in mind that any submissions received after the deadline will not be processed.