

# Information Document

In this document, you will find information regarding:

- Schedule and times
- Shipped goods, handling of goods before & after the event
- Frequently Asked Questions (FAQ)
- Price Adjustments on the Portal
- Custom Stand Design Adaptation
- Booth Branding

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## Schedule and times

- **Thursday 26<sup>th</sup> 09:00-16:00:** Handling and reception of goods available with pre booking via the shop for a fee. No access to the exhibition hall on this day.
- **Thursday 27<sup>th</sup> 08:00-16:00:** Handling and reception of goods available with pre booking via the shop for a fee. No access to the exhibition hall on this day.
- **Friday 28<sup>th</sup> 09:00-20:00:** Exhibitor install day. Empty goods handling available for a fee.
- **Sunday 2<sup>nd</sup> 18:00-20:00:** Exhibitor pack down. All booths must be fully emptied during this time. Overnight storage can be arranged via the exhibitor shop at a fee.
- **Monday 3<sup>rd</sup> 08:00-12:00:** Pick up of goods. Must be pre-arranged with Adapt via the shop.

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## Shipped goods, handling of goods before & after the event

**In: February 26<sup>th</sup>, 09:00 – 16:00, February 27<sup>th</sup>, 08:00 – 16:00**

**Out: March 3<sup>rd</sup>, 08:00 – 12:00**

Adapt offers assistance with goods handling for a fee, and our services can be booked through the exhibitor portal. Please note that all goods handling orders must be placed at least two weeks in advance.

Important: Exhibitors are responsible for booking the transportation of their goods. This includes packing their materials for both setup and return. Neither Adapt, the

organizer, nor the venue will handle the packing of your items or arrange their return shipments.

During the breakdown period, all goods must be packed and clearly labeled for collection. This is a requirement to facilitate the process, and failure to comply may result in additional charges.

**IMPORTANT: There will only be a pallet jack available on-site. Deliveries that require a forklift and driver will be denied. Ensure that your delivery can be managed with a truck equipped with a tail lift. If you have goods that require a forklift, you must send a request to [ncf-2025@adapt.se](mailto:ncf-2025@adapt.se), and we will provide a quote and handle the booking separately.**

## Delivery and Collection Services

- Delivery to Stand - Cost: SEK 750 per pallet (Euro pallet dimensions)

- Address: Södra Frihamnsplan 1, 417 70 Göteborg

- Date: February 27th, 08:00 – 16:00

*Please label your goods with the following details:*

*Bananplan, NCF-2025 - Attention: "Company Name + Booth Number" Contact Person: "First Name, Last Name, Mobile Number"*

Goods should be delivered to the above address, and we will transport them to your stand for you to handle further. Instructions for the driver are available on site, as well as a phone number to call upon delivery.

- Empty Packaging Handling - Cost: SEK 500 per pallet (Euro pallet dimensions)

We offer storage for empty packaging during the fair. After the fair ends, the packaging will be delivered back to your stand.

*Please label your goods with the following details:*

*Bananplan, NCF-2025 - Attention: "Company Name + Booth Number" Contact Person: "First Name, Last Name, Mobile Number"*

- Collection After the Fair - Cost: SEK 750 per pallet (Euro pallet dimensions)  
Only **March 3rd, 08:00 – 12:00**

- Address: Södra Frihamnsplan 1, 417 70

- Date: March 3rd, 08:00 – 12:00

Leave your marked goods at your stand after the fair, and we will ensure delivery to your booked carrier.

*Please label your goods with the following details:*

*Bananplan, NCF-2025 - Attention: "Company Name + Booth Number" Contact*

*Person: "First Name, Last Name, Mobile Number"*

NOTE: All goods must be collected before 12:00. Adapt, the organizer, or the venue will not take responsibility for items left behind after this time. Exhibitors are fully responsible for arranging the pickup of their goods.

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## **Frequently Asked Questions (FAQ)**

### **Can we attach items to the walls?**

It is prohibited to drill or screw into the walls. If this guideline is not respected or if the walls are otherwise damaged (as determined by Adapt), the exhibitor will be charged for repairs. The stand walls can support advertising products, posters, and similar items up to around 5 kg. All attachments must be made on the upper edge of the walls. Walls must be cleaned of any tape or other residue by the exhibitor before the move-out is complete.

### **What kind of walls are provided?**

The walls are 1 meter wide, 2.5 meters high, and 26 mm thick, made from white painted HDF board mounted on a wooden frame.

### **Are there templates available for designing the booth walls or bar counter?**

Yes, templates can be downloaded from the 'Exhibitor Information' section. Please follow the instructions provided in the templates.

### **What happens if I miss the deadline for submitting design files?**

Any design files submitted after the deadline (January 29th) will incur an express delivery fee of SEK 2,500.

### **Do we need to order additional lights? How is the lighting in the venue?**

Yes, we recommend ensuring your booths are well-lit. There is 0 daylight in the venue.

### **We plan to send our goods to the venue the day before setup. How does it work?**

You must place an order for this service. Please read the goods handling section above for more information.

### **Can we paint the walls ourselves with our own paint?**

Yes, but you will be charged a restoration fee of 750 SEK per wall.

### **Can you assist with storing empty packaging during the fair?**

Yes, this service is available by placing an order. Please refer to the goods handling section above for details.

**We won't be able to take all our items back after the event. Can we leave pallets for a courier to collect later?**

Yes, but pick up is only **March 3rd, 08:00 – 12:00**. You must place an order for this service. Please refer to the goods handling section above. Remember, exhibitors are responsible for packing their own materials and arranging their return. Neither Adapt, the organizer, nor the venue will take responsibility for this.

**I want to order a carpet for my booth. How do I proceed?**

Carpets can be ordered through the exhibitor portal. Please ensure you order the correct square meter coverage for your booth. For example, if your booth is 3x2 meters, you need to order 6 square meters of carpet.

**I'm looking for a product that I can't find in the portal. Can you help?**

Please email us at [ncf-2025@adapt.se](mailto:ncf-2025@adapt.se), and we will do our best to assist you. We will send a quotation via email.

**We want to hang a sign from the ceiling in our booth. Is that possible?**

This depends on your booth's location. Please email us at [ncf-2025@adapt.se](mailto:ncf-2025@adapt.se) with your request, and we'll provide you with a proposal and price. Please note that any hanging item must weigh under 50 kg and be ready for hanging (e.g., have holes or eyelets).

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## **Price Adjustments on the Portal**

Base prices apply up to 30 days before the event opens. After this, a 50% surcharge on the base price will be applied for late orders. From 10 days before the event opening, a last-minute fee of 100% of the base price will apply.

- First price adjustment (50% surcharge): January 29th
- Second price adjustment (100% surcharge): February 18th

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## **Adapt Custom Stand Design**

Maximize your participation with a stand designed to meet your unique needs. At Adapt, we help you find the perfect solution, starting from SEK 50,000. Contact us for more information at [ncf-2025@adapt.se](mailto:ncf-2025@adapt.se).

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## **Booth Branding**

On the portal, you can order both foiling and painting of your booth wall. For foiling, you submit finalized design files to us. Any design files submitted after the deadline (January 29th) will incur an express delivery fee of SEK 2,500. If you prefer painting, please provide the NCS color code when placing your order.