

Shipping Manual

ECP 2025 | Austria Centre | Vienna | 6th – 10th September

DHL Trade Fairs & Events UK Limited has been appointed as the official logistics contractor and as such is the only company providing handling, storage, and customs clearance for this event. Below you will find information on the services we offer and guidance as how to dispatch shipments to the event.

We shall be offering transport services to and from the venue by road, air and express.

There will be a strict handling schedule in place to ensure that all goods will be handled to or from stand within a set time frame which exhibitors and stand builders will need to apply to DHL for unloading slots prior to the event. Delays will occur for anyone attempting to deliver without a timeslot.

1. ESSENTIAL DATES	
BUILD-UP	5 th September 0700-2200 6 th September 0700-1600
OPENING HOURS	7 th – 9 th September
DISMANTLING	9 th September 1500

2. PRE-ADVISE / ORDER FORM	
DEADLINE ORDER FORM (for our services and time slot request)	8 th August 2025

ALL PRE-ADVISES INCL. A FULL SET OF DOCUMENTS MUST BE SENT TO:

DHL Trade Fairs & Events (UK) Limited
United Kingdom
Attn: Lucy Ireland Tel: +44 7866 312970
Email: Lucy@dhl-exh.com

If you dispatch your shipment without pre-advice to us, you may occur delays and additional expenses.

3. TRANSPORT-INSTRUCTIONS
3.1 AIRFREIGHT

CONSIGNEE AIRWAYBILL (AWB)

IML Messe Logistik GmbH
Bruno Kreisky Platz 1
A – 1220 Vienna
Tel: +43 1 9974133

Notify:
ECP 2025

Exhibitor Name / Hall & Stand Number
Bruno Kreisky Platz 1
A – 1220 Vienna

AIRPORT OF DESTINATION	Vienna
DEADLINE	29 th August 2025

ALL SHIPMENTS MUST BE SENT “FREIGHT PREPAID”

Temporary / Permanent Goods **MUST** be packed separately and shipped on separate Invoices as per official invoice Template (supplied to Exhibitors upon request for completion)

3.2 ROAD FREIGHT

We can offer you road transport services by full truck loads or smaller shipments using standard or express service.

If you arrange your own transport, then you **MUST** book unloading slots with our company for any vehicles arriving at the venue. This is mandatory whether you use our handling services. Please note that slots will be allocated on a first-come, first-served basis, Stand size and location and method of unloading.

We strongly recommend doing this as early as possible. Due to very limited space outside the hall, we can only allow a certain number of vehicles entering at the same time.

DEADLINE ORDER FORM	8th August 2025
----------------------------	-----------------------------------

Any attempted deliveries to the Convention centre prior to the official build up dates will be re-routed to our onsite warehouse for acceptance and charged to exhibitor as per rates set out in the official logistics Tariff.

3.3 Advanced Warehouse

If you prefer to Deliver your material prior to the official set up days, you can dispatch your shipment to our local Holding warehouse for us to receive cargo and transfer to venue & deliver to your stand at day and time of your requirement. Please view the official tariff for charges for this service. The delivery address is:

IML Messe Logistik Gmbh
Bruno Kreisky Platz 1
A-1220 Vienna
c/o ECP 2025 (Stand name / Number)

For use of this service, please email details of your goods or completed order form and we arrange a full quotation.

Last Arrival Date (Applies to Shipments of EU Origin Only)	3rd September 2025
--	--------------------------------------

Shipments arriving after the above-mentioned date will be transferred to the venue by special vehicle and all charges will be liable to the exhibitor.

For UK / Non-EU shipments please allow time for goods to clear customs (see below) recommended latest arrival time is at least 7 working days before build-up of the event.

3.4 CUSTOMS CLEARANCE

We can handle the customs formalities on your behalf.

Depending on your needs, we can clear your shipment in one of three ways.

- Permanent entry: Used for goods which will remain in Austria & will not be re-exported. This includes give away items such as brochures & samples, local duties & taxes apply. **(You need To provide a valid EU EORI number, GB EORI numbers are not valid)**
- Temporary entry: Allows temporary import into Austria without paying duties & taxes, Items can not be sold or given away. **(You need to provide a valid EU EORI number, GB EORI numbers are not valid)**
- ATA Carnet: Highly recommended for goods with high values. Carnet ATA us like a passport for your goods, all goods on Carnet can not be sold, given away & must be re-exported after the show. **(No EU EORI number required if using a Carnet)**

4. Payment Terms And Rates

Unless freight is routed via one of our appointed agents, we will require payment of all charges, as advised by us, prior to the start of the exhibition. Personal or foreign cheques are not acceptable. Settlement needs to be made by either bank-transfer, MasterCard, VISA or Amex on receipt of our invoice accompanied by a secure payment link.

For all onsite handling rates please see our Official Logistics Tariff available in the Exhibitor Manual.

5. INSURANCE & LIABILITY

We operate exclusively in accordance with the latest version of the British International Freight Association General Terms and Conditions of Trading.

These limit the legal liability for damage to goods in certain circumstances whilst in the care of a forwarder. The forwarders custody liability ends with the delivery of the consignment to the exhibitor's stand even if the exhibitor or his representative is not present.

YOUR LOGISTICS PARTNERS FOR ECP 2025

DHL Trade Fairs & Events (UK) Limited
Unit 17 & 9 Second Exhibition Avenue
NEC Birmingham B40 1 PJ
United Kingdom

Contact : Lucy Ireland E-Mail : Lucy@dhl-exh.com

We wish your company every success at ECP 2025.



www.dhl-exh.com

